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Track your order

Tracking your order

Once your order has been dispatched you can find the latest status of your order by logging into your account.

Ordering

The item I ordered is out of stock. Why is it on the website?

All Myprotein stock depends upon availability. We want you to be able to order and receive the products you love effortlessly, so we'll always aim to let you know if an item is out of stock.

Now and again there can be an unexpected delay, if so we'll get in touch to let you know.

How do I place an order?

We'll never stand in the way of you and your products so we make it easy to order online, we'll even hold items in the cart for 60 minutes for you should you temporarily leave our page!

Find the products you want and add them to the cart. You can either carry on shopping or checkout if you've got everything you need.

If you have any addresses or payment options saved to your account then these will automatically display in the checkout, making it quick and easy to complete the order. Otherwise you'll need to enter the details manually.

Check everything is correct and you're good to go! We'll send you an email as soon as the order is on its way.

Can I make changes to my cart?

Absolutely! Click on the cart icon at the top of the page and you'll be able to see the item(s) you have in there so far.

Use the + button to stock-up on your favourite items, or the – button if you've selected too many. If you want to remove an item completely then click the x button.

Can I place an order over the phone?

Our Customer Service team is always on hand to provide support and guidance. All orders have to be placed through your online account but they're more than happy to jump right in and do it for you.

Head over to our [contact page](#) to get in touch with them now.

Can I place an order over the phone?

Our Customer Service team is always on hand to provide support and guidance. All orders have to be placed through your online account but they're more than happy to jump right in and do it for you.

Head over to our [contact page](#) to get in touch with them now.

How will I know when my order has been dispatched?

We'll send you an email as soon as it's on the way! Or simply check [your account](#) to track it.

Plus, we ship all items separately, making sure you get what you need as quickly as possible.

What is the status of my order?

[Your account](#) makes it easy to keep track of all your orders.

Once you've logged in you'll see each individual order that you've placed with us. Select the one that you want and discover all the information you need.

We'll also send you an email as soon as it's on the way!

Where is my order?

[Your account](#) will show any previous orders you've placed. Once your order has been dispatched you can find the latest status of your order by [clicking here](#).

Click on the order you want to view to find out more. If the order has been sent tracked then you'll be able to click through to track it from your account.

The email we sent you regarding the dispatch of your order will also let you know when we expect the order to arrive.

Not found the information you need? Send our Customer Service team a message while you're in your account.

How do I cancel my order?

We're sorry to hear you want to cancel.

Can we help with anything so that you don't have to? You can contact our Customer Service team through [your account](#).

If not then select the order that you wish to cancel. You can choose to cancel individual items or the whole order.

We'll send you an email within an hour to let you know if the cancellation worked.

If it fails, this is because the order is getting ready to be sent. Items that are in stock are processed quickly so that we can aim to get products to our customers without delay.

See our [Returns Policy](#) to help you get the order back to us instead.

How do I make changes to my order?

Once you've placed your order we cannot make any changes to it.

If you want to try and cancel so that a new order can be placed, then you'll need to log-in to [your account](#).

Select the order you wish to cancel and you'll see that you can choose to cancel individual items or the whole order.

We'll send you an email within an hour to let you know if the cancellation worked. Please don't place a new order until you hear from us.

What do I do if I have ordered the wrong item?

Don't worry, you can try and cancel the item in [your account](#).

You'll need to click on the item and choose the cancel option. We'll send you an email within an hour to let you know if it worked.

If you can't cancel then you can send the item back to us. Refer to our [Returns Policy](#) to find out how.

Need some more help? You can send our Customer Service team a message while you're in your account.

I have received a faulty item. What should I do?

We're sorry that happened! We take pride in all our products.

So that we can look into this for you, please contact us to tell us more.

It'd really speed things up if you could find the information below before contacting us, don't worry if you can't though, we can help once you get in touch.

1. Order Number
2. Product Name
3. Details of the fault
4. Images that support the fault, if applicable

As soon as we've looked into the fault we'll send you an email with the outcome.

I would like to raise a complaint about the quality of a product

Our production facility is independently certified against the British Retail Consortium Global Standard for Food Safety and achieved a Double A grade earlier this year, the highest attainable grade; guaranteeing we work to excellent manufacturing practices.

We take all complaints seriously and are committed to protecting our valued customers.

If you do have a concern regarding the quality of any of our products then please raise this with our [Customer Service](#) team.

It'd really speed our investigation up if you could find the information below before contacting us-

1. Order Number
2. Product Name
3. Batch Number
4. Expiry Date
5. Images where applicable
6. A brief summary that details the actual complaint

Please keep the product until you have spoken with our team who will advise whether or not we require it back for further analysis.

I have received the wrong item. What should I do?

We're sorry to hear that, sometimes things can go wrong but don't worry as we can help. Please send us a message through [your account](#).

We'll need to know the following-

1. Order Number

2. Incorrect item received
3. The correct item ordered

As soon as we've looked into what's happened we'll send you an email with the outcome.

I have received a damaged item. What should I do?

We take pride in our products so we're sorry to hear you've received your order damaged.

Sometimes things can go wrong but don't worry, as we can help. Please send us a message through [your account](#).

Please don't throw the item away, we may ask for pictures of the damage to ensure we take measures to prevent it happening again.

As soon as we know what's happened, we'll send you an email with the outcome.

There is an item missing from my order. What should I do?

We ship items separately to make sure you get what you need as quickly as possible.

Your dispatch confirmation email will list the items that have been sent. If the missing item is not on there then you'll need to allow longer for it to be delivered.

If the item has been sent, then send a message through [your account](#) to let our Customer Service team know and they'll be happy to help.

Delivery

What do I do if I have not received my order?

We send you an email as soon as your order is on the way, so that you can find out when it will arrive.

For tracked orders, use the tracking link provided in your email or located in [your account](#) to check where your order is.

Have you checked for any delivery cards? Your parcel may have been left somewhere safe, such as with a neighbor or been taken to a local depot.

Our [Delivery Information](#) page can give you more information and timescales.

If you do need to report your order as lost then please contact our Customer Service through [your account](#).

What delivery options do you offer?

All our delivery options can be found on our [Delivery Information](#) page.

How long will it take for my order to be delivered?

Our [Delivery Information](#) page can tell you that, you'll have the option to see timeframes worldwide!

What happens if I am not at home to accept my delivery?

Don't worry, if your order cannot fit through the letterbox or requires a signature then you should receive a calling card.

This card is from the courier and lets you know where your parcel is and how you can collect it.

There is an item missing from my order. What should I do?

We ship items separately to make sure you get what you need as quickly as possible.

Your dispatch confirmation email will list the items that have been sent. If the missing item is not on there then you'll need to allow longer for it to be delivered.

If the item has been sent, then send a message through [your account](#) to let our Customer Service team know and they'll be happy to help.

Returns and Refunds

What is your returns policy?

Please refer to our [returns policy](#) page for more information.

If this doesn't answer your question then our Customer Service team is on hand to help. You can contact them through [your account](#).

How do I return an item?

Follow the simple steps below in how to return your unwanted clothing:

1. Register Your Return

2. Post Your Return

3. We'll Do The Rest

Can I return a product if I no longer want it?

We want all of our customers to enjoy their products, so if you're not happy with your order you can send it back to us. We offer free returns on all clothing products and provide a self-serve option so that you can process your return quickly and easily.

To start your return, follow the steps located within the returns policy.

What happens once my item is returned?

Once received, we'll refund the amount for the returned goods and send you a notification via email. This can take 3-5 working days from the date we receive the return.

When will I receive my refund?

Your refund should be returned to your account within 5 working days and we'll send you an email to let you know it's on its way!

If you don't receive your refund and it's been 10 working days since you received our email, then you'll need to contact our Customer Service team through [your account](#).

Multibanco Refunds & Returns

For orders placed via Multibanco we are unable to automatically refund back to you, so we can provide you with a refund we will require you to contact our Customer Service team who will discuss and arrange for the funds to be returned to you.

My Account

How do I register?

Registering is simple!

Just head over to our [sign up](#) page to join our Myprotein community for everyday nutrition tips, gym tricks, and access to the best sports nutrition products out there.

How do I change my account details?

It's easy to make changes to your details, whether it's your payment information, password or address book.

Log-in to your account and you'll find all the options you need.

Are my personal details safe if I create an account?

There's no need to worry, we're DPA- compliant meaning we care about keeping your details safe.

For more information, please visit our [Privacy Policy](#) page.

I have forgotten my password. What should I do?

Don't worry, by heading to the log-in page and selecting '**Forgotten your password**' you'll be on your way to getting it reset in no time!

How do I unsubscribe?

If you don't want to receive our exclusive offers and promotions then you can log-in to your account and select the '**Email Preferences**' option to make this change.

Don't forget, you can choose to re-subscribe at any time!

Payment and Discount

How can I pay for my order?

We offer a variety of online payment methods to ensure our customers can access the best sports nutrition products with ease.

Visa, Visa Debit, PayPal, Mastercard, American Express, Diners club, Discover and Interac.

You can select your preferred payment method at checkout. As we take fraud very seriously, you will face validation and authorization by us and the card issuer.

This is just so we can keep our customers safe!

I have a payment problem on my order. What should I do?

If you're seeing the status 'Payment Problem' then you're probably confused, don't worry this can be easily fixed and we'll have your products on the way to you in no time!

Before re-entering any card details you'll need to make sure that the expiry date and billing address are correct. We also recommend checking funds in the account.

If you've done all that and still can't fix the problem then please contact our [Customer Service](#) team who'd be happy to help.

Why can I see a transaction pending in my PayPal account?

Once you place an order, the payment will show in your account as pending until we send the products to you.

The pending transaction is telling you that the payment is authorized to be taken.

Why can't I add a new payment card?

If you want to add new payment details then you'll need to do this at the checkout stage.

Your new card details will be saved once your order has been placed. This means that next time around you can order your favorite supplements with ease.

How do I use a voucher code?

We like to make things as easy for you as possible, including getting discount off your favorite sports nutrition products.

Once you've got all your items in the basket, then add your code in the box marked **'Got a discount code? Enter it here'**. Clicking **'Use Code'** will apply the discount.

If the code doesn't work then you'll need to check you're not trying to use more than one offer, you can only use one per order. Please refer to the [terms and conditions](#) of an offer.

Still having problems? You can contact our Customer Service team through [your account](#).

Why is my voucher code not working?

We're sorry to hear your code isn't working! To find out why, you'll need to check the terms and conditions of the offer.

If the code is valid and you're not trying to use more than one code per order then contact our Customer Service team through your account.

What is your referral scheme?

Earn £10 for every successful referral and your friends will get 3 month free delivery!

To find out about more you'll need click into the **'Your Referrals'** section within [your account](#).

Product Advice

What is the amino acid profile for X product?

This information is product sensitive and will vary on a case by case.

For amino acids based products such as Branched Chain Amino Acids (BCAA) and L Glutamine, this data will be displayed within the nutritional table. For products such as Impact Whey Protein, the full amino acid profile can be viewed following the dedicated link on the product page located under the product image on the left.

Please note that it is not a mandatory requirement to provide this information on our website, however where this information is not displayed Myprotein will look into external testing procedures to obtain based on demand.

What type of fish are our omega soft gels sourced from?

Our Omega 3 is obtained from sources of oily fish. These could include but not be limited to mackerel, salmon and sardines.

What extraction method is used for Impact Whey Protein?

Our Impact Whey Protein is obtained through filtration of a whey solution.

Are our products GMO free?

Myprotein actively sources GMO free products and raw materials.

Is any alcohol used in any of the products?

Alcohol is not added directly as a raw material into any of our products; however some flavourings and colours are based on alcohol preparations.

This still allows the products to be suitable for non-alcoholic diets. If you need any further clarification on this matter, please contact our Customer Service team through [your account](#), who will be happy to assist you.

Are your products Halal / Kosher?

At present, none of our products can be classified as Kosher. Our range of vegetarian products are Halal suitable.

What is the source of your BCAAs?

Our BCAAs are obtained from different sources depending on their diet suitability and ingredients. Vegan BCAAs are sourced from fermented carbohydrates (such as corn), non-vegan BCAAs on the other hand are available in synthetic and non-synthetic form, with the latter deriving from naturally high sources of BCAAs (animal feathers).

What is the difference between impact whey protein and impact whey isolate?

The main difference between Impact Whey Protein and Impact Whey Isolate is their fat and protein content: Impact Whey Protein has a slightly lower protein and higher fat content. Conversely, Impact Whey Isolate contains greater protein and less fat.

What type of gelatine do you use?

Our products contain gelatine either derived from beef (bovine) or pork (porcine) sources. Vegetarian alternatives to gelatine are used where possible. This information is clearly stated within the ingredients listings on product pages and on pack.

What is the biological value of your Whey Proteins?

At present, this information is not available for our products.