

Why is my order delayed?

Our current dispatch timelines are **2-4 working days**, subject to QC. If you observe a delay beyond the mentioned timelines, it may be due to the following reasons.

- **Sunday**

Sunday is **non-working** day for Printrove and is not included in our dispatch timelines mentioned above. Thus, if you are placing an order on the weekend, you can expect an additional days delay in the regular dispatch of your orders.

- **Failed QC**

If a product in the order **fails** the quality check, the order will be kept on hold until the product is **re-printed** and passes QC. An order will be packed for dispatch once **all** products in the order have passed QC. However, we assure you that the product is re-printed on priority within the next 24-48 hours.

- **Out Of Stock**

If an order includes an Out of Stock product, it will be put **on hold** until all products in the order have been restocked and the order has entered the Received stage. However, we assure you that other in-stock products in the order will be reserved once placed. Furthermore, once the OOS products are restocked, all pending orders will be processed and dispatched **on priority**.

💡 You can **edit the order** to remove the out of stock product and help us process the in-stock variants and dispatch it. You can place a new order for the OOS product and wait for it to be processed once restocked. You can refer to the following article to understand how you can edit an order. [How to edit an order on Printrove?](#)

- **Failed QC and Out of Stock**

If a product present in the order has failed QC and is currently out of stock, the order will be put **on hold** and will be re-printed on priority once it is restocked. However, you will be **unable to edit** the order since the order has entered the Processing Stage.

Suggested Article: [How can I track the stock for my orders?](#)