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Tracking your package

You can find tracking numbers and delivery updates in [Your Orders](#).

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Tracking your package

To get tracking numbers and delivery updates:

- Go to [Your Orders](#)
- Find the order you want to track
- Select **track package** next to your order
- View **all updates** to get:
 - delivery updates
 - tracking numbers

If you ordered more than one thing, they may have separate delivery dates and tracking info. Some packages, like standard international deliveries, might not be trackable.

Tracking packages from third-party sellers

Third-party sellers at Amazon are independent businesses or individuals that sell their products on Amazon Marketplace. To check if you ordered from a third-party seller, go to [Your Orders](#) and review the seller name.

You can only view tracking information if:

- the third-party seller shares this info with us
- you chose a trackable shipping option

To get help, go to [contacting a third-party seller](#).

Understanding delivery statuses

Your delivery status is in [Your Orders](#):

- **Arriving:** usually followed by a date. Your package is on its way to you
- **Out for delivery:** your package will be delivered today
- **Delivered:** your package has been delivered, and might be in your safe space
- **Undeliverable:** your package could not be delivered, and will be returned to Amazon. When we receive it, we will automatically issue you a refund. Go to [undeliverable packages](#)

Solving delivery problems

You can check what to do when:

- **Order hasn't shipped yet:** if you're expecting the package today and don't see a status update, that's normal. Depending on the carrier, items may ship the same day they're delivered
- **Order is delayed:** things like weather and traffic can cause delivery delays. Most late parcels arrive within 48 hours of the estimated delivery date. If the order has already been shipped, you can't cancel it
- **Missing package:** if your package shows as delivered but you haven't received it, go to [find a missing package that shows as delivered](#)
- **Missing items:** if you received a package that's missing an item, it may have been shipped separately. Check Your Orders, then go to [find a missing item](#)

To contact the company that's delivering your package, go to [contact a carrier](#).

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Find a Missing Item from Your Package

If you've received a package and an item from your order is missing, the item may have been shipped separately. Check [Your Orders](#).

Find a missing item shipped by Amazon

If you received your shipping package and an entire item shipped by Amazon is missing, do the following:

1. Go to [Your Orders](#) and check if the missing item is in another shipment.
2. Select **Track Package** to find the delivery date for the shipment.
3. If there is no tracking information for the missing item, Customer Service will assist you. Otherwise, you can follow the recommendations in this page.

Find a missing item shipped and sold by a third-party seller

If the item missing from your package is shipped and sold by a third-party seller, contact the seller for assistance. Go to [Contact a third-party seller](#).

Learn how to identify orders shipped and sold by a seller by visiting [Ordering from a third-party seller](#).

Part of an item is missing

Double check to confirm that the part is missing from the product packaging. If you can't find it, contact the product's manufacturer for assistance.

Manufacturer contact information can be found on the product packaging, in the paperwork included with the product, or by searching the Internet.

If you can't find contact information, or if they can't help, you can return the item. You can also return the item to us. Go to [Your Orders](#) and select **Return or Replace Items**.

Entire shipping package is missing

- If the tracking info shows as **delivered** but you can't find the package, go to [Find a Missing Package That Shows as Delivered](#) for more information.
- If the tracking info shows as **undelivered**, go to [Undeliverable Packages](#).

You received an empty package

- If **your order is shipped and sold by a third-party seller** and you receive an empty shipping package, contact the seller directly for assistance. Visit [Contact a Third-Party Seller](#).
- If **your order was shipped by Amazon** and you receive an empty shipping package, contact our Customer Service within 30 days of expected delivery. We'll do everything we can to help.

Not what you're looking for? Try these pages:

- [Track your package](#)
- [Late deliveries](#)
- [Your Orders](#)
- [Message Center](#)

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Home Services
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Amazon Web Services
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Box Office Mojo
 Find Movie Box Office Data

Goodreads
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IMDb
 Movies, TV & Celebrities

IMDbPro
 Get Info Entertainment Professionals Need

Kindle Direct Publishing
 Indie Digital & Print Publishing Made Easy

Amazon Photos
 Unlimited Photo Storage Free With Prime

Prime Video Direct
 Video Distribution Made Easy

Shopbop
 Designer Fashion Brands

Amazon Resale
 Great Deals on Quality Used Products

Whole Foods Market
 America's Healthiest Grocery Store

Woot!
 Deals and Shenanigans

Zappos
 Shoes & Clothing

Ring
 Smart Home Security Systems

eero WiFi
 Stream 4K Video in Every Room

Blink
 Smart Security for Every Home

Neighbors App
 Real-Time Crime & Safety Alerts

Amazon Subscription Boxes
 Top subscription boxes – right to your door

PillPack
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Amazon Renewed
 Like-new products you can trust

The header includes the Amazon logo, a search bar with placeholder "Search Amazon", a language dropdown set to "EN", an account dropdown with "Hello, sign in" and "Account & Lists", and a "Returns & Orders" link. A shopping cart icon with a "0" is also present.

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Find more solutions



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Find a Missing Package that Shows as Delivered

Follow these steps if tracking shows a package as delivered in [Your Orders](#) but you can't find it.



Check Your Orders



Look for a notice of attempted delivery



Check the Message Center



Look around the delivery location



Ask your household and neighbors



Contact the Carrier

1 - Confirm shipping address in Your Orders

- Verify if your shipping address in [Your Orders](#) is correct. For more information on how to handle a wrong shipping address, go to [Add and Manage Addresses](#).

2 - Look for a notice of delivery attempt

- Check the [Message Center](#).
- Look for a delivery confirmation in [Your Orders](#).
- Check your mailbox or wherever else you receive mail.
- Look for a delivery photo.

3 - Check around the delivery location

- Check your delivery instructions in [Your Addresses](#). The package could have been left where you requested.

4 - Ask your household members and neighbors

- Check if someone else accepted the delivery.

5 - Wait 48 hours for the package to be delivered

- Packages may be scanned as delivered before arrival.

6 - You can check with the carrier

- The carrier may have more information about the location of the package. To track your package on the carrier website or contact them, go to [Carrier Contact Information](#).

What to do next?

If you have not located the package after following the steps above, you can:

- If your order is shipped and sold by a third-party seller**, contact the seller directly for assistance. Go to [Contact a Third-Party Seller](#).
- If your order was shipped by Amazon**, contact Customer Service within 30 days of expected delivery. We'll do everything we can to help.

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Neighbors App Real-Time Crime & Safety Alerts	Amazon Subscription Boxes Top subscription boxes – right to your door	PillPack Pharmacy Simplified	Amazon Renewed Like-new products you can trust			

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Contact a Carrier

We work with the following carriers to deliver items. If you have an issue with your delivery, you can contact the carriers directly.

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- [Finding your carrier](#)
- [When to contact a carrier](#)
- [Carrier contact information](#)

Finding your carrier

To find out who is delivering your item:

- go to [Your Orders](#)
- select **Track Package**
- find the carrier name and tracking number

It might be a different carrier for each package.

When to contact a carrier

We work with carriers to deliver some items. Sometimes the carrier will be able to give more detailed information about your deliveries.

You should contact the carrier to:

- find a package that shows as delivered but you can't find it
- get an update if your delivery is late
- change your delivery address or instructions, as only Amazon can view the details in [Your Orders](#)
- update your safe place
- get detailed tracking
- reschedule your delivery

Carrier contact information

Details for carriers in the US and international carriers.

US common carriers

Carrier contact details

Amazon

Visit [Deliveries Shipped with Amazon](#)

DHL Express

Phone: 1-800-225-5345

Carrier contact details
FedEx Phone: 1-800-463-3339
UPS Phone: 1-800-742-5877
US Postal Service Phone: 1-800-222-1811

Other US carriers

Carrier contact details
Aramex Phone: 1-718-553-8740
Fidelitone Phone: 1-844-524-6320
Innoveil Solutions Phone: 1-888-460-5404
Landmark Global Phone: 1-888-205-2251 (Toll free)
LaserShip Phone: 1-804-414-2590
Lonestar Overnight Phone: 1-800-800-8984
NSD Phone: 1-833-744-7673
OnTrac Phone: 1-800-334-5000
Parcel Pool Phone: 1-877-727-2354
Pitney Bowes Phone: N/A
TForce Final Mile (formerly Dynamex) Phone: 1-855-396-2639 (from Canada) 1-800-387-7787

US specialty carriers (extra-large or heavy items)

Carrier contact details
CEVA Logistics Phone: 1-844-215-0640
Pilot Phone: 1-877-549-0160
RXO Phone: 1-844-285-5279

International carriers

Carrier contact details
<p><u>Aramex Australia</u> Phone: Visit the Aramex Australia Courier Locator to find the local number</p>
<p><u>Asendia</u> Phone: N/A</p>
<p><u>Australia Post</u> Phone: (within Australia) 13-POST-13-7678 (outside of Australia) +61-3-8847-9045</p>
<p><u>Chilexpress</u> Phone: Op1: centrodeayuda.chilexpress.cl Op2: Whatsapp +569 5783 2060 Op3: Call Center 600 2000 102</p>
<p><u>CJ Logistics</u> Phone: +82-70-4992-7340 - (Mon~Fri 09:00~18:00, KST)</p>
<p><u>Deprisa</u> Phone: (from Bogotá) 4051405 (rest of country) 01 8000 519393</p>
<p><u>ECMS EXPRESS</u> Phone: 1-855-266-9299</p>
<p><u>Gaash</u> Phone: +972-072-260-8001</p>
<p><u>Hanjin</u> Phone: +82-1588-1612</p>
<p><u>Israel Post (ILP)</u> Phone: +972-076-887-1216</p>
<p><u>Kerry eCommerce</u> Phone: (from Hong Kong) (+852) 3513 0786</p>
<p><u>Menlo Worldwide/UPS Supply Chain Solutions</u> Phone: 1-800-443-6379</p>
<p><u>Nagel</u> Phone: +966920020505 (in SA) / 1- 800-246-4444</p>
<p><u>Ninja Van</u> Phone: (+65) 6602 8271</p>
<p><u>Pasar Express</u> Phone: (from Bogotá) 571 2916500 (from Medellin) 574 6042828 (From Cali) 572 4897575 (rest of country) 01 8000 111 752</p>
<p><u>Royal Mail</u> Phone: +44 (0) 3457 740 740</p>
<p><u>Servientrega</u></p>

Carrier contact details
Phone: + 571 7700200
SF Express Phone: (from Hong Kong) (+852) 2730 0273 (from Taiwan) (+886) 2 2192 6063
Sky Postal Phone: (from Urbano Peru): 511 4801320

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Amazon Web Services
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The header includes the Amazon logo, a location update button for Tulsa 74107, a search bar with placeholder "Search Amazon", a language selection (EN), account information ("Hello, sign in Account & Lists"), and a shopping cart icon showing 0 items.

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Tracking Doesn't Match Carrier's Website

You may see slight differences in the tracking information listed in **Your Orders** and the details on a carrier's website. Every carrier uses their own language to indicate shipment statuses. We simplify the updates in **Your Orders** to make them easier to understand.

Amazon Tracking Says	Carrier Tracking Says	What It Means
Available for pickup.	UPS: "Same Day Will Call".	The package is available for pickup at the carrier's facility.
Delivery attempted.	USPS : "Notice left".	A delivery attempt was made for your package.
Shipment has left seller facility and is in transit.	UPS: "A UPS shipping label has been created".	The shipment has left the Amazon or merchant fulfillment center.

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Accessibility	Become an Affiliate	Shop with Points	Returns & Replacements
Sustainability	Become a Delivery Driver	Credit Card Marketplace	Manage Your Content and Devices
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Amazon Music Stream millions of songs	Amazon Ads Reach customers wherever they spend their time	6pm Score deals on fashion brands	AbeBooks Books, art & collectibles	ACX Audiobook Publishing Made Easy	Sell on Amazon Start a Selling Account	Veeqo Shipping Software Inventory Management
Amazon Business Everything For Your Business	Amazon Fresh Groceries & More Right To Your Door	AmazonGlobal Ship Orders Internationally	Home Services Experienced Pros Happiness Guarantee	Amazon Web Services Scalable Cloud Computing Services	Audible Listen to Books & Original Audio Performances	Box Office Mojo Find Movie Box Office Data
Goodreads Book reviews & recommendations	IMDb Movies, TV & Celebrities	IMDbPro Get Info Entertainment Professionals Need	Kindle Direct Publishing Indie Digital & Print Publishing Made Easy	Amazon Photos Unlimited Photo Storage Free With Prime	Prime Video Direct Video Distribution Made Easy	Shopbop Designer Fashion Brands
Amazon Resale Great Deals on Quality Used Products	Whole Foods Market America's Healthiest Grocery Store	Woot! Deals and Shenanigans	Zappos Shoes & Clothing	Ring Smart Home Security Systems	eero WiFi Stream 4K Video in Every Room	Blink Smart Security for Every Home
Neighbors App Real-Time Crime & Safety Alerts	Amazon Subscription Boxes Top subscription boxes – right to your door	PillPack Pharmacy Simplified	Amazon Renewed Like-new products you can trust			

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Missing Tracking Information

A useable tracking number may not be available on your order or return.

Orders Sold and Fulfilled by Amazon

A tracking number may not be on your order yet because it could still be on the way to the carrier. When the carrier scans your order the first time, you will have tracking details in [Your Orders](#).

If no tracking is available and you need to return or exchange your order, wait for the estimated delivery date to pass. You'll be able to return or replace your order by visiting the [Online Returns Center](#).

Orders sold and fulfilled by Third-Party Sellers

Seller orders can also be tracked, but only if the seller has shared this information with Amazon and you've chosen a traceable shipping method.

If a "Track package" option is not available, contact the seller as follows :

1. Go to [Your Orders](#).
2. Find your order in the list.
3. Select **Problem with order**.
4. Choose your topic from list displayed.
5. Select **Contact seller**.

Allow two days for the seller to respond. In most cases you'll receive a reply sooner.

Tracking your return order

Your return order status can be tracked by selecting **View Return/Refund Status** next to the relevant order. Please visit [Return Items You Ordered](#) for more information.

Reasons why your tracking information is not available:

- Your package has not been scanned by the carrier. Issues like this can happen when shipping volume is high and packages are processed in bulk. Until this first scan, the carrier may not acknowledge receipt of the package.
- There may be a delay in updates to the tracking database.
- Some shipments, such as Standard International shipments, aren't trackable.
- Marketplace sellers don't always provide us with tracking information for their orders.
- The order is a gift. You will receive a gift receipt once the order is delivered. Until that time, the gift purchaser will receive the tracking updates.

You may also be interested in:

- [Track Your Package](#)
- [Find a Missing Package That Shows as Delivered](#)
- [Check the Status of Your Refund](#)
- [Carrier Contact Information](#)
- [Gift Orders](#)

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Undeliverable Packages

This happens when an unplanned service disruption prevents us from delivering your package. We'll notify you and refund you for the items you didn't receive.



Want to check the status of your order? Visit

[Your Orders](#)

What Happens When We Can't Deliver Your Package

We automatically notify you. The undeliverable package is returned to Amazon, and we'll process your refund.

To stay on top of delivery changes, consider [signing up to receive shipment updates via text message](#).

Refund Times for Undeliverable Packages

You can expect a refund within 7 business days after the return is received. Some issuing banks may require an additional 3-5 business days to process a refund.

Visit the [Refunds](#) Help page for more information about refunds processing times.

Undeliverable Orders Shipped and Sold by Sellers

If your order is shipped and sold by a third-party seller, [contact the seller](#) directly for assistance.

If you're not satisfied with the seller solution or you don't hear back from them within two business days, you may be eligible for a refund through Amazon's [A-to-z Guarantee](#).

For more information about third-party sellers, visit [Ordering from a Third-Party Seller](#).

Reasons for Undeliverable Packages

An undeliverable status occurs for various reasons including, but not limited:

- The shipment sustains damage before or during transit.
- The shipping address can't be accessed due to wrong address, missing information, or delivery restrictions (ex: correctional facility) or driver safety concerns due to presence of a dog. Visit [Your Addresses](#) to update your shipping addresses and add any delivery preferences. Customize instructions to include access codes, presence of dog, and preferred days of delivery for future orders.
- The shipping label becomes unreadable during transit.
- The carrier makes three unsuccessful attempts to access your delivery address.
- Customer/recipient refuses to accept package from carrier.

Not what you're looking for? Try these pages:

- [Find a Missing Package That Shows as Delivered](#)
- [Late Deliveries](#)

- [Replace a Damaged, Defective, or Broken Item](#)
- [Find a Missing Item from Your Package](#)

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Late Deliveries

What to do if your order didn't arrive on the estimated delivery date.

Contents:

[Check your order status](#)
[Check your emails](#)
[Contact the carrier](#)
[Wait for 48 hours then contact us or the seller](#)

Check your order status

Go to [Your Orders](#) and select **Track package** to access the progress tracker for your order.

Check your emails

If there have been unexpected delays you'll normally be notified by Amazon, the third-party seller, or the carrier in charge of your delivery.

Contact the carrier

Check who is delivering your package in [Your Orders](#), then contact them for an update using the [Carrier Contact Information](#).

Wait for 48 hours then contact us or the seller

If 48 hours have passed since the estimated delivery date without any delivery attempt or updates, contact:

- Shipped by Amazon: Amazon Customer Services
- Shipped by third-party seller: [Contact a Third-Party Seller](#)

Wait 48 hours to allow for unexpected delays

If your order didn't arrive, you can check with the carrier. The carrier may have more information.

Track your package on the carrier website or contact the carrier via [Carrier Contact Information](#).

What to do after 48 hours have passed since your estimated delivery date

- For orders shipped by Amazon, contact Customer Service within 30 days of the estimated delivery date.
- [Contact the seller](#) if your order was shipped and sold by a third-party seller.

Related Pages

- [Track Your Package](#)
- [Undeliverable Packages](#)
- [Find a Missing Package That Shows As Delivered](#)
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- [Delivery Guarantees](#)

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Sign Up for and Manage Shipment Updates via Text for All Orders

You can sign up to receive tracking information for your orders via text message when there are exceptions or delays

To sign up for or cancel shipment updates via text, or change your phone number:

1. Go to [Your Account](#).
2. Select **Shipment updates via text** under the **Communication and content** section.

Note: Shipment updates via text are only available for packages shipped by [Amazon.com](#) sellers.

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You can turn off Shipment Updates via Text for a specific package at any time.

To turn off Shipment Updates via Text for a specific package:

1. Go to [Your Orders](#).
2. Select **Track your package** for the package for which you want to turn off shipment updates via text. You'll see the option to turn off **Shipment Updates via Text** for that package.

Note: You may still receive a text message after you unsubscribe, if we sent text messages that haven't reached you.

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