

#48 New delivery address

Submitted Received via Requester

May 13, 2025 at 13:24 Web Form Zhang Wei Xu <zhang.weixu@example.com>

Status category Ticket status Type Priority Group Assignee

Solved Solved Incident Low Support Aleeza Tabassum

Topic

Delivery

Aleeza Tabassum May 13, 2025 at 13:24

The user reached out to the IT support team via call, reporting an update in delivery address. Team promptly created a ticket on customer's behalf.

Aleeza Tabassum May 13, 2025 at 13:38

Subject: New delivery address

Hello Zhang,

Thank you for reaching out to us about updating your delivery address. We'd be happy to help!

To change your delivery address, please follow these steps:

- 1. If your order hasn't shipped yet: You can update your address by contacting our customer support team directly. We'll do our best to update the address before your order ships.
- 2. If your order has already shipped: Unfortunately, we might not be able to change the delivery address.

However, we can provide you with tracking information, and you can contact the shipping carrier to see if they can redirect the package.

You can also try updating your address through your account on our website, but please note that this might

not be possible if your order is already being processed.

The deadline for making changes depends on the shipping status of your order. If you let us know your order number, we can check the status and advise on the best course of action.

To avoid any delays, please contact us directly at [support email/phone number]. We'll do our best to assist you.

Best regards, Aleeza Tabassum

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