

## **I'm using Pietra's 3PL and have an issue with a customer order, what do I do?**

**group: Warehousing, Shipping & Fulfillment**

**If there is a problem with one or more of your customer orders, (i.e. damaged item, lost/delayed shipment, wrong item sent, etc.) please Submit a Warehouse Ticket so that our logistics team can rectify the issue as soon as possible.**

**To submit a warehouse ticket, go to Fulfillment > Orders & Fulfillment > Fulfilled Orders > Submit Warehouse Ticket.**

**This will notify our logistics team immediately, and your issue will be resolved within 1 business day. Our Customer Care team will reach out to you as soon as the issue is resolved, and provide you with tracking information or a return label, where applicable.**