

If my customers place orders for items that are out of stock, will Pietra still ship my order?

group: Warehousing, Shipping & Fulfillment

While it's not advised that you sell items on your website that are not physically in stock in the fulfillment center, it is still possible.

All orders that are processed by Pietra's Fulfillment Center will be put on hold if one or more items is not in stock. You will be notified by email if an order cannot be fulfilled due to one or more items being out of stock or not physically available in the Pietra Fulfillment Center.

When you are notified about the order that is on hold, you will be able to tell the warehouse reps how you would like to proceed with the order.

For items that are on pre-sale, they will be marked separately during your setup with Pietra's Fulfillment Center so you are not notified of these orders on hold.

Please note: If an item is put on hold it may not ship out within Pietra's Fulfillment SLA.