

I/my customer has just placed an order, but need to cancel. What do I do?

group: Warehousing, Shipping & Fulfillment

After a sales order is placed, it is immediately sent to Pietra's logistics team for fulfillment. *If you wish to cancel an order, this must be done within one (1) hour of placing the order.*

If you contact us to cancel your order more than one (1) hour after it was placed, our team will do our best to catch the order before it is fulfilled, but cannot guarantee it will be stopped in time.

To cancel an order, either email us at creators@pietrastudio.com or "Submit a Warehouse Ticket" from within the Creator Hub.

Sourcing orders are nonrefundable, but please communicate with your supplier directly if you need to make any changes, in the event that they may be able to accommodate you.