

Help and Customer Service

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Where's My Stuff?

Tracking your package
Find a Missing Package that Shows as Delivered
Our Courier Partners
Missing Tracking Information
Undeliverable Packages
Shipment is Late
Find a Missing Item from Your Package

Quick solutions



Your Orders
Track or cancel orders



Returns and Refunds
Return or exchange items



Manage Prime
Cancel or view benefits



Payment Settings
Add a new debit or credit card



Amazon Gift Cards
Check your gift card balance



Account Settings
Update email, password or phone

Find more solutions

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Shipment is Late

Learn more about why your Amazon delivery is late and track the steps to avoid delayed delivery.

To view in your preferred language, locate the **country flag** on top banner and use the drop down to select the language.

1



Check **Your Orders**

2



Look for a **notice of attempted delivery**

3



Check the **Message center**

4



Look around the **delivery location**

5



Ask your **household and neighbors**

6



Contact the courier partner

Here are some of the possible reasons for late delivery:

- Incorrect address
- Missing apartment, building, floor, or house number
- Severe weather conditions
- Product out of stock
- Product damaged during transit
- Local or regional contingencies

Some of the actions you can take are:

1. Track your package and confirm the estimated delivery date in [Your Orders](#). We update the information if there is a change in the estimated delivery date.
2. Confirm your shipping address in [Your Orders](#). To avoid delivery problems, keep your address information up-to-date and add delivery instructions to [Your Addresses](#).
3. Check payment processing in **Your Orders**.
4. Wait for 48 hours to allow for any unexpected delays. We typically notify customers if any delays in delivery occurs.

If you haven't received your order but tracking shows as delivered, go to [Find a Missing Package That Shows As Delivered](#). Occasionally, packages are returned to us as undeliverable. Visit [Undeliverable Packages](#) for more information.

The A-to-Z Guarantee protects you when you buy items sold and fulfilled by a third-party seller. It covers both the timely delivery and condition of your items. To know more about A-to-Z Guarantee, [click here](#).

Most orders are delivered on time. However, occasionally orders may be delivered after the estimated delivery date. Here are some of the possible reasons for late delivery:

- Incorrect address
- Missing apartment, building, floor, or house number
- Severe weather conditions
- Product out of stock
- Product damaged during transit
- Local or regional contingencies

01:20

If your order is delayed, you can follow the below steps:

1. Track your package and confirm the estimated delivery date in [Your Orders](#). We update the status if there is a change in the estimated delivery date.
2. Check shipping address of your package in **Your Orders**.
3. To avoid delivery problems, keep your address up-to-date and add delivery instructions to [Your Addresses](#).
4. Check if the payment was successfully processed in Your Orders.
5. If the estimated delivery date for your package has passed and your tracking information hasn't changed, allow 1 additional day for packages shipped by Amazon and 5 additional days for packages shipped by third-party couriers to be delivered. Usually packages arrive on or shortly after the estimated delivery date.
6. If delivery was attempted once and failed to delivery, the delivery will be attempted again on the following day.

Note:

- If tracking shows delivered and you haven't received your order, go to [Find a Missing Package That Shows As Delivered](#) Help page for details.
- If your package shows as undeliverable, we will take care of the return and refund where applicable. When our delivery associates or courier partners are unable to deliver the item to the right recipient, packages are returned to us as undeliverable. Visit [Undeliverable Packages](#) help page for details.
- We can't expedite or reschedule to a day before the estimated delivery date. If your order ships directly from a third-party seller, [contact a Third-Party Seller](#) for instructions.

A-to-Z Guarantee for orders fulfilled by Third-party (Marketplace) Seller :

The A-to-Z Guarantee protects when you purchase items sold and fulfilled by a third-party (Marketplace) seller. It covers both the timely delivery and condition of items you ordered. To know more about A-to-Z Guarantee, [click here](#).

Useful Links

- [Track Your Package](#)
- [Where's My Stuff?](#)
- [Cancel your orders](#)

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Yes

No

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