Find the missing package that shows as delivered

Sometimes you may see your package marked "Delivered" before you receive it. This is probably because the delivery status is pre-updated while your order is still arriving.

If you have multiple items in your order but only some of them have been delivered to you, it is possible that the other items in the order were shipped in a different shipment.

If your order contains only one item and it has not been delivered:

1. Verify Shipping Address-

Select the relevant order in your orders to check the address. For more information on how to manage an incorrect shipping address, go to Add and Manage Addresses.

2. Look for Updates-

Check for updates by selecting Track Package for delivery confirmation.
Select the message center to see if someone else has received the package.
Look around the delivery location
Ask your family and neighbors

3. Wait up to 24 hours-

Sometimes, delivery agents may mistakenly scan the package as 'delivered' while it is in transit.

What to do next?

If your order was sold and shipped by a third-party seller, you may contact the courier partner to speak with a delivery agent or for more information about the location of your package.
To find your courier partner details go to your orders, select the relevant order, and click Track Package.
Keep your tracking number or delivery confirmation number ready. To find the tracking ID, select the relevant order in your orders and scroll down to find the tracking ID

Note:

- Delivery windows vary by courier and location.
- If your package is marked as delivered and you have not received the package, please contact us within 7 days of the order being marked as delivered.

Related Links:

- [Undeliverable packages](#)
- [Shipment delayed](#)
- [Track your order](#)
- [Cancel items and orders](#)
- [Contact a store seller](#)