

4392 - Too soon to open

<h2><h3>What happens if an item doesn't arrive by the estimated delivery date?</h3><h3>If your item doesn't arrive by the estimated delivery date, you're protected by the eBay Money Back Guarantee and can ask the seller for a refund. Some sellers may also be able to send you out a replacement item, if they have one. You'll need to wait for your estimated delivery date to pass before you can ask the seller for a refund or replacement.<h3>How long should I wait before I let the seller know that my item hasn't arrived?</h3><h3>You'll need to wait for your estimated delivery date to pass before you can ask the seller for a refund. 24 hours after your estimated delivery date has passed, you'll be able to let the seller know your item hasn't arrived. You have 30 calendar days after your estimated delivery date to let them know. If you weren't provided an estimated delivery date, you can let the seller know you haven't received your item 7 days after the date you paid for your order.<h3>How do I track my package?</h3><h3>You can keep an eye on your item's delivery status in your Purchase history. If your seller is using a tracked shipping service, you'll see the item's tracking number as a link next to the item, and you'll be able to view carrier information as well as your order's current location. If your item isn't sent with tracking, you'll be able to see the expected delivery date for your package in your Purchase history.<h3>How can I get a replacement item for an item I have not received?</h3><h3>Not all sellers offer replacement items, but you can contact the seller and ask them if they'd be willing to offer a replacement instead of a refund.</h2>