

## Delivery\_FAQ\_Merge orders

*[This article matches a contact reason subdetail.]*

Warehouses prepare and ship each order separately through a fully automated system that processes orders individually. Therefore, **it is not possible to ship multiple orders together in one shipment.**

If the customer refuses to receive them separately, the only option is to try to cancel them and make a new purchase that includes the items from all orders. However, this entails several risks:

- Effectiveness of cancellation: Depending on the status of the orders, it may no longer be possible to cancel them in the system. It is not advisable to place the new order until it has been confirmed that all current orders have been 100% cancelled.
- Stock availability: The stock of cancelled orders is not reserved in the customer's name, so it could happen that some item runs out while the customer is placing the new order or during the new preparation.
- New delivery time: When placing a new order, a new preparation process is initiated subject to a new estimated delivery date. It is important to take this into account to calculate whether the items will arrive on time for the desired occasion.

For reasons of sustainability, we always try to send all items of a single order in a single package, unless, due to exceptional circumstances, we are forced to send them separately for logistical reasons. This is especially the case with some big orders or those with specific packing characteristics (for example, an order with 10 shoe boxes that do not fit in a single package or with flammable products such as cosmetics that cannot be mixed with clothing in some countries).