

Order Statuses

Payment Process

- **Awaiting (any payment):** Payment is being processed, can take a few hours to days to be received depending on payment method
- **Awaiting bank wire payment:** Payment needs to be made by customer via bank wire. The order will be processed only after payment is received. Information for the bank wire is in the email sent by us.

Classic Order Progression

1. **Payment accepted:** Payment went through, order was created.
2. **In production:** Order was acknowledged and is being reviewed for production.
3. **Processing in progress:** Order is being prepared, should ship within the day.
4. **Processing shipment:** Shipping label was created, order is awaiting pick-up.
5. **Shipped:** Order was picked up and delivery has started; follow tracking information.

Special Statuses

- **Canceled:** Order was canceled and refund/voucher was processed.
- **Return accepted:** Order was returned and refund/voucher was processed.
- **Support pending:** Support ticket ongoing, or order needs clarification (information needed from customer); order is on hold and will not depart the workshop until customer service returns it to “in production” status. **Contact us through support if you have this status.**
- **Customized order:** Replacement order created manually by support agent.
- **Planned order:** Pre-order status.