

Shipping Times

- **How long until my order ships?** Within 2 workdays typically once payment has been processed. Wire transfers and direct deposits take longer to process than other payment methods. Check your orders under your account on the website for more details. Refer to **Order Statuses** section for explanation on Payment Statuses. Any active delays (such as pre orders and back orders) are stated on the product pages.
- **How long does shipping currently take?** DHL Express: 3-5 days worldwide, ECO (Deutschpost): 15-20 days worldwide + potential 10-12 days in customs. For more detailed info on shipping that is up-to-date, refer [here](#).
- **How do I track my order?** Through your account on our website you can see the status of your order as well as tracking information once it has shipped. We also send an e-mail notification of shipment which includes a tracking number to the e-mail address you used when ordering. If you do not see this e-mail check your spam folder. In very rare instances the automation does not provide a customer with this information. At such times go through [support](#) and we will provide you with the tracking information.
- **I have a pre order/back order and regular item in my cart, when will they ship?** We ship an order when all items in the order are available. In this case, the order would ship when the pre order or back order is available. It is recommended to have any pre orders or back orders be in their own order, and to place a separate order for any immediately available items. We do not split orders so as to avoid any further complication with transportation cost and order tracking.
- **My order has yet to ship and I need to change the delivery address?** Go through [support](#) and we will change it before shipping.
- **My order has shipped and I need to change the delivery address mid transit?** This is a bit harder to do. Some shipping methods, like DHL Express, do allow for this. You contact DHL and see if they can change the address. If you have trouble contacting DHL, go through [support](#) and we will see how we can help.

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