

“Where is my order?”

No tracking code

We’re sorry that you haven’t received your order yet. Apologies!

I can see that we did ship it on time. Could you maybe double-check the delivery address you provided? Is it correct? You can find this information in your bol account under your order review. I would also like to ask that you check with your neighbours. Maybe the delivery person delivered your package there.

If your address is correct and your neighbours don’t have your package, we unfortunately have to conclude that the delay is caused by [\[name carrier\]](#). All carriers use a margin of error for timely deliveries. It’s possible that your shipment is 1 of those shipments that is delivered later than planned. We would like to request that you wait for the shipment for [\[specific period, like 3 business days\]](#). We expect that your order will arrive shortly.

If you still haven’t received your package after [\[specific period\]](#), please let us know. We’ll be happy to investigate further and provide you with a fitting solution. Please also let us know if your item has arrived in the meantime, so that we can close this case with peace of mind.

We hope this answers your question. If it didn’t, or you have other questions, please don’t hesitate to reach out. We love to help.

Have a nice day!

Kind regards,
[\[Name partner\]](#)

bol.