

I think my package has been lost. What should I do?



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Answer:

Your order should normally arrive within 5 working days of the date of the email with the shipping details. If you have received the dispatch notice email, you can track your order (see [Can I track my order?](#)). If the tracking information shows an incorrect destination or the tracking status does not change for several days (or that the package is lost), please contact us via the [EDQM HelpDesk](#). For information on how to use the EDQM HelpDesk, please see the [HelpDesk User Manual](#).