

The product I have ordered is out of stock, will it be put on back order?



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Answer:

When an item is out of stock, it is put on back order and delivered automatically as soon as it becomes available again, even if the item is out of stock for several months. A "prior to dispatch" note will be sent as soon as we are ready to send the item. If you do not wish to receive a separate shipment from your main order, please contact us via the [EDQM HelpDesk](#) and quote the EDQM order reference number, which you can find in the order confirmation email.

For information on how to use the EDQM HelpDesk, please see the [HelpDesk User Manual](#).