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Order statuses

Eirene - 2025-10-20 - [Comments \(0\)](#) - [Delivery](#)

Pre-shipment

Your order is not ready to ship yet. This usually means one or more items are temporarily out of stock at the warehouse or there are some logistical delays.

We are already working to resolve this and send your order as soon as possible.

If your order is in this status, please send us this form. We will review your case, explain the reason, and offer the fastest or best alternative solution.

Picked up by courier

Your order has been packed and given to the courier. It's now on the way to the main delivery courier who will bring it to you.

When the final courier receives your parcel, the status will change to "Shipped," and you'll get a tracking code by email.

This step usually takes a few business days.

Sent to warehouse

Your order was sent to another warehouse to be packed and shipped. Everything is fine with it.

It is now waiting in line or already being packed. Usually, it is shipped within a few business days.

If this status stays for too long, you can contact us and we will check for you.

Paid

We got your payment. Your order is now waiting to be sent to a warehouse for packing.

Once it's assigned, the warehouse will prepare your items for shipment.

This usually takes a few business days if there are no delays.

Packaging

Your order is now being packed at the warehouse.

As soon as it's ready, it will be handed over to the courier.

You'll get a tracking code once the courier scans your package.

