

If your package is missing, please check around the outside of the house, as it may have been placed in a less-conspicuous location by the courier. Also, please check around your house and with your neighbours before contacting the Support Centre or the courier service.

You may also want to double check the status of your order delivery by clicking on **Order History** in the **My Account** section of the website and then following the tracking link. You can find **Order History** by following the instructions here. Our Support Centre can also assist you in the tracking of your order. Their number is 1300 687 546 or 0800 687 546 if you are in New Zealand

If the tracking information shows your order as delivered, and you either do not have the package or it is being returned to our warehouse, please contact the Support Centre for assistance.
