

UPDATES ON EU SHIPPING DELAYS

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My products are in stock. Why is my order not shipping?

We recently started working with a new logistic partner. During our initial transition, we were faced with a number of issues that created a backlog. Despite adding more staff to handle the workload, we were still faced with roughly 6 days processing time. We will now ramp up the team significantly more and **expect to be back to our usual turnaround time in the next couple of weeks.**

My order status is on completely shipped. Where is my tracking number?

Once UPS picks up processed orders from our warehouse, an email with tracking data is sent directly to your email (please keep an eye on your spam folder). At about the same time, our systems are updated with this data and your tracking number can be found in your Fanatec account.

Once you have your tracking number, you can follow the delivery progress using this link:

[UPS Tracking](#)

I would like to cancel my order. How can I do this?

For EU customers affected by the warehouse processing delay, we have several options:

1. Before your order is forwarded to our warehouse, you can cancel directly via your customer account.
2. If your warehouse processing has started, you can still try to reach our service team and them to cancel the order. Please note our response time may be up to 6 days, as we are impacted by a significant backlog resulting from the shipping issues.



refused delivery, so we are informed of your decision and there are no further delays in issuing your refund.

4. Should you be unable to refuse delivery, we will provide **affected EU customers** with return shipping labels.

Last updated September 21, 2023

* Alle Preise inkl. gesetzl. Mehrwertsteuer zzgl. Versandkosten und ggf. Nachnahmegebühren, wenn nicht anders beschrieben

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