



FAQs > Order > Ensure that the order has been placed correctly

Ensure that the order has been placed correctly

David Lackner - 2022-12-15 - Order

You can see this in the order confirmation we send you by e-mail. Alternatively, if you have a customer account with us, you can log in to our website with your email address and password and access your order under the "Customer account" section. If you have any questions or if something is wrong with your order, please create a ticket. [Create a ticket here](#)

If you have not received an order confirmation by e-mail within one hour after placing your order (possibly in spam), the order could not be processed properly.

If you do not receive this, unfortunately something went wrong with your order. Simply place your order again, preferably with a different payment method.

If you are charged with the purchase amount or have any other questions regarding your order, please contact the customer service via ticket to solve the problem as soon as possible. [Open ticket here](#)