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If the tracking code is not updated for a long time

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

If you received a tracking code and your parcel isn't updating:

- **It's normal for your parcel not to update for about a week**; this happens, just wait.
- Please note that your parcel **won't move on weekends or holidays**.
- Delays may occur during holidays, as well as due to various political, climate or other conditions.

□ If the delay is longer and you have any doubts, please contact the delivery service first to obtain further information.

Contact us only if we were unable to assist you with the postal or courier company's response to your request.