



000003528 - Order Status/Order Tracking: Frequently Asked Questions

- Corel Other

How do I find the status of my order?

How Do I Check My Order Status For a CD or Boxed Version:

If you placed your order over the phone through Corel Customer Support Services or on-line from the Corel E-Store, there are several ways you can determine where your order is.

You need to have your Order Number ready. Your Order Number can be found in your order confirmation email or was given to you by the telephone agent when you placed your order.

To check your order online [Click Here](#).

Customers in North America: Call Corel's Customer Support Services at 1-877-582-6735 and select the third option 'All Other Inquiries'. Option 4 will allow you to track your order using your touch-tone key-pad.

If you are in the **United States**, once your order is shipped, you will be emailed a tracking number. You may contact the shipping company personally to see if they can locate it.

If you cannot locate your order this way, please contact the Customer Service Department in your area.

Customers Outside North America: Please contact the Customer Service Centre in your area. A full listing of contact numbers can be found at:

<http://www.corel.com/servlet/Satellite/gb/en/Content/1152796558159>

How Can I Track My Order?

Once you have received a tracking number, you can follow your shipment by contacting the courier company.

For Canadian customers, please contact FEDEX via their web site, www.fedex.com, or via telephone at 1.800.GoFedEx.

For U.S. Customers, please contact FEDEX via their web site, www.fedex.com, or via telephone at 1.800.GoFedEx.

For customers in Europe, the shipper may vary. Please contact the Customer Support Services Centre nearest you. A full listing of contact numbers can be found at:

<http://www.corel.com/servlet/Satellite/gb/en/Content/1152796558159>

How Can I Check My Order Status for a Download or Purchase Key:

If you placed your download or key order over the phone through Corel Customer Support Services or online from the Corel E-Store, please visit www.corel.com/youraccount for your download link and/or serial number. Please note there can be a 30 minute delay in processing your order. If you still require assistance please contact the closest Customer Service Center in your area:

