



Support Center

Knowledgebase And Support Center

[Support center](#) >> [Ask a question](#) >> [Order Not Delivered \(Found\)](#)

[Questions List](#)

Ticket: T15122403633

Order Number: WW15113019485****

Message Type: What is my order status? (Not dispatched only)

Subject: Order Not Delivered (Found)

Message:

My purchase of Original Xiaomi Hybrid Dual Drivers Headphones, Order No. WW1511301948581218, were sent, on December 2, 2015, by XFL Surface Mail with tracking No. SGKEN1570657371. (See 1st attachment)

The December 9, 2015 Update shows that the shipment was in route to the DHL eCommerce Distribution Center. However, as of this date there is no indication that the headphones were received and processed at the DHL eCommerce Distribution Center. (See 2nd attachment)

Where are my Xiaomi Headphones?

Ticket Status: Closed

Full Name: Graham

Service Rating:

Service Assessment:

Gearbest Customer Support At :12/24/2015 07:45:03 UTC

Dear Graham,

Thank you very much for ordering on Gearbest.

We have sent your order.

Please take a look at your shipping details as follows:

The delivery information

customers: graham {

Reference number: SGKEN1570657371,shipping method: ,

tracking site: www.xfl-express.com shipping date: 2015-12-02 08:47:47,estimated time: 10-25 business days,

sku*quantity:157404201 * 1,

Your order was sent by surface mail which can not be tracked online. Although, there is no tracking number for this carrier, the standard delivery time will be around 10-45 business days (due to peak season) .

Please rest assured the item is on its way to reach you

For more information about shipping please check this link: <http://www.gearbest.com/about/shipping-methods.html>

If your problem isn't solved, you can reply this ticket to get more assistance. We are always happy to help you. Thanks for your patience and cooperation.

Best Regards

Gearbest Customer Service

<http://www.gearbest.com/>

Graham At :12/25/2015 11:19:01 UTC

I was very much surprised by your response stating that the delivery of my order could be expected to be 10-45 business days (2-9 weeks)since the time frame provided when ordering declares that for even for free flat rate shipping, delivery should be 10-25 business days. (See 1st attachment) I also note that for priority direct mail (no charge) delivery time is given as 3-7 business days.

It seems the reason for this discrepancy, is that you do not even provide for shipping to the US. (see 2nd attachment) Your failure to inform a purchaser from the US that he should not expect delivery of his order for up to six weeks is inexcusable. I shall not be ordering from your website in the future.

Gearbest Customer Support At :12/26/2015 12:53:20 UTC

Dear Graham,

Thanks for your recent message.

We are sincerely sorry for any inconvenience caused for you.

We have shipped your order out, here is the delivery information:

The delivery information

customers: graham c
Reference number: SGKEN1570657371, shipping method: XFLAM,
tracking site: www.xfl-express.com shipping date: 2015-12-02 08:47:47, estimated time: 10-25 business days,
sku*quantity:157404201 * 1,

I check your package on line and this is the latest tracking status:

2015-12-09

En route to DHL eCommerce Distribution Center

Please kindly check it here:<http://113.105.65.70:8032/xflquery.aspx>

Please kindly note that normally the system only updates status when your package arrives at a major transfer station. This is international shipping, it will take time for shipping company in China to update shipping status online. Therefore, please patiently wait for a few days, you will see the updated status on line.

The standard delivery time is usually around 10-25 business days after dispatch, however the precise shipping time can be affected by factors such as remote locations, peak shipping periods, Holidays and Festivals, inclement weather and operational issues impacting the shipping company.

Please rest assured that your package is on its way to you, please wait for some days more.

I hope you can receive your package as soon as possible.

Have a nice day!

Thank you for your patience and kind support.

Best Regards

Gala

GearBest Customer Service

<http://www.gearbest.com/>

Graham At :01/01/2016 02:03:24 UTC

I am upset with your request that I "please wait for some days more" to discover the whereabouts of the earbuds I purchased. You claim that it takes "time for shipping company in China to update shipping status online". Why; and where (in what city & country) is the DHL eCommerce Distribution Center located that 2015-12-09 update claims my earbuds are en route to? And by what means (of transportation) and from where (what city & country) are they being transported to that DHL eCommerce Distribution Center?

Because your website makes no provision for shipping purchases to the USA, it appears the Distribution Center may be in the USA and the earbuds may be arriving by boat. Please tell me otherwise!

Gearbest Customer Support At :01/04/2016 08:22:43 UTC

Dear Graham,

Thanks for your response.

Sorry for replying so late since we are just back from the weekend.

I am sorry to hear you haven't received the items yet.
In order to resolve it, please kindly confirm the following points :

1) Please reconfirm your delivery address:

The delivery information

customers: graham {

Reference number: SGKEN1570657371,shipping method: XFLAM,

tracking site: www.xfl-express.com shipping date: 2015-12-02 08:47:47,estimated time: 10-25 business days,

sku*quantity:157404201 * 1,

2)Please contact your local post office in charge of your area, stating your name and address.In some cases, Post office may require customers to collect parcels over there.Kindly let us know the results.

3)We shipped on 2015-12-02.Therefore your delivery deadline will expire on 2016-3-02.

Once we receive all details above, we will offer you the right resolution for your case on this date.Please note this timeframe is only decided by the carrier to consider the item lost. Some other providers would even use a 180-day deadline after shipment.As a proof of goodwill, we Gearbest commit to help our customer the best we can, by resolving delivery issues as early as possible.

Once again we are sorry for this inconvenience, and we will do best to resolve it to your satisfaction.

Thank you for your patience collaboration.

Best Regards

Gala

Gearbest Customer Service

<http://www.gearbest.com/>

Graham At :01/05/2016 10:15:47 UTC

In my prior response, I asked: "

Because your website makes no provision for shipping purchases to the USA, it appears the Distribution Center may be in the USA and the earbuds may be arriving by boat. Please tell me otherwise!"

Your failure to address that question, suggests the answer is in the affirmative (yes). Again I ask, am I correct in assuming the DHL eCommerce Distribution Center is located in the USA and the the earbuds are arriving by boat (ship)?

Gearbest Customer Support At :01/06/2016 08:44:53 UTC

Dear Graham,

Thanks for your soon response.

Please rest assured that the package is still on the way to you.

We ship many packages to your country every day through this shipping method and packages can be well received finally.

For more information of shipping, please click this link:<http://www.gearbest.com/about/shipping-methods.html>

All estimated delivery time are derived from real world data collected from previous orders. They are approximate times for reference only and can also be affected by unpredictable factors. As the order is for international shipping, the shipping time should be longer than it in your local country.

Please kindly contact us on 2016-3-02 if you do not receive your package. We will offer resolution to you this day.

Therefore, we kindly ask you wait patiently for a few days and keep in touch with us.

Thanks for your cooperation and kind support.

Best Regards

Gala

GearBest Customer Service

<http://www.gearbest.com/>