

Order Status & Tracking

To track an existing order, please log into your Kraftwurx account and review your **Order History**.

The 4 Stages of Order Status:

- **Pending:** We have received your order and are in the process of manufacturing it.
- **Processed:** Your order is in the creation phase or is awaiting shipment.
- **Shipped:** We have queued your order for shipment. In the case of traceable packages, a tracking number is issued at this point. Please keep in mind that if your order was queued for shipment after standard shipping times (6PM PST) or on a weekend, then it was not put in transit until the following business day.
- **Canceled:** Your order has been formally canceled within our system. If you are unsure why your order has been cancelled, please contact Customer Support.

Making Changes to an Order

After your order is placed, it is generally processed within two hours. Once your order has been processed, it immediately moves to the manufacturing phase and can no longer be modified or canceled.

If you are having difficulty tracking your order, please feel free to contact Customer Support.

Turnaround Estimates

Most Kraftwurx products are manufactured within 48-72 hours of placing your order.

The following products will take longer than 48-72 hours to manufacture:

Precious Metals

10 business days

Cast Products (anything that is cast from a 3D model in

another material)

10-15 business days

Plated Products(anything that is chrome plated, nickel plated etc)

10-15 business days

Anodized Products

10-15 business days

Painted Products

7-14 business days

Polished, etched, brushed or other finishes

10-15 business days

Anything requiring post processing

10-15 business days

Important Shipping Terms Defined

- **Large Orders:** Quantities of 10 units of any given product are considered "High Volume Orders" and qualify for discounted pricing that may require a few extra days.
- **Business Days:** Kraftwurx and its courier (UPS) consider "business days" to be Monday through Friday, not including holidays.
- **First Day in Transit:** Kraftwurx and its courier UPS) consider the official "first day in transit" to be the business day following the pickup of the package.