

### **Note:**

This article provides general information, please do not rely on it for legal advice. You may contact us via [Kraftwurx Support](#) for more information.

Placing an order on Kraftwurx.com is super easy!

## **Changing Product Details on an Order**

Once an order has been finalized through the checkout process, the products themselves cannot be modified.

## **Changing the Shipping Method on an Open Kraftwurx Order**

As with **Product Details**, once an order has been finalized through the checkout process, the shipping method selected at checkout cannot be altered. However, if you are able to cancel your order, you may purchase it again and select a different shipping method.

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## Instructions for Cancelling Your Order

All modifications or cancellations must be done by email, online-chat or by phone.

If the Cancel Order button does not appear, it means your order has already been queued for

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production and/or shipment. If this is the case, your order is now beyond the point where we can halt the production and shipment of your items. However, please understand that we still have a return/refund policy for unwanted orders.

### Requesting an Address Correction

Unlike **Product Detail** and **Shipping Method**, we do have the ability to change a shipping destination up to the point where the order is queued for shipment. To change the shipping address, please [Contact Our Customer Support Team](#) with your order number and corrected shipping address. A Kraftwurx support representative will make every effort to have the address corrected before the item is queued for shipment.