

Last Modified on 02/07/2025 4:39 pm MST

If your package is missing, please check around the outside of the house, as it may have been placed in a less-conspicuous location by the courier. Also, please check around your house and with your neighbors before contacting the Support Center or the courier service.

You may also want to double check the status of your order delivery by clicking on **Order History** in the **My Account** section of the website and then following the tracking link.

If the tracking information shows your order as delivered, and you either do not have the package or it is being returned to our warehouse, please contact the Support Center at **1-801-345-9900** for assistance on a replacement.
