Ensure that the order has been placed correctly

David Lackner - 2025-11-21 - Order

You can see this in the order confirmation we send you by email. Alternatively, if you have a customer account with us, you can log in to our website with your email address and password and access the order under the "Customer account" section. If you have any questions or something is wrong with your order, please create a ticket. Create ticket here

If you have not received an order confirmation by e-mail within one hour of placing your order (possibly in spam), the order could not be processed properly. Please order again, preferably with a different payment method.

If you are still charged for the purchase or have any other questions about the order, please contact customer service by ticket to resolve the issue as quickly as possible. Open ticket here