

How to Check the Status of an Order on LosetheBackPain.com

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Checking the Status of an Order

Follow the steps below to check the status of your order on LosetheBackPain.com.

PLEASE NOTE: If your order contained only a FREE book, it will ship via USPS Media Mail within 5 to 7 business days. Media Mail shipping can take anywhere from 1 to 3 weeks for delivery. Tracking is not available for Media Mail shipments.

Step 1: From the home page, click **Contact Us** at the top of the screen.



Step 2: On the Contact Us page, click **Check Your Order Status** next to the open box icon.



Step 3: In the text box labeled *Please Enter Your Email Address*, type the email address you used to place your order, then click **Show Me My Order**.



Please Enter Your Email Address:

email@address.com


 **Show Me My Order**

Step 4: The next screen will list your recently placed orders. Find the order which you would like to check and click on its order number in the far left column.

PLEASE NOTE: If your order is not listed, it may not have shipped yet. If you just placed your order today, it will most likely not appear in the list. Orders for large items like inversion tables, Back Ease or office chairs will also not appear in this list. For these orders, go to the next section for instructions on contacting Customer Support

 TheHealthyBack [®] I N S T I T U T E Less Pain, More Life.			
Click on the Order Number to view your Order Details			
Order #	Attention	E-mail	Order Date
4745428			May 6th 2014 08:03:35 AM
Return to Previous Page			

Your order status and tracking information will appear on the next screen as shown below.

 TheHealthyBack [®] INSTITUTE Less Pain, More Life.			
Order Details for Order #: 4745428			
Shipped To	Shipped Via	Tracking	E-mail
Austin, TX 78738 United States	USPS First Class w/Delivery Conf	9400110200883201002737	
Quantity	Part Number	Title	
1	HBI-ROR	Rub on Relief	
1	LWN-TYC	Thank You Post Card	
Return to Previous Page			

Contacting Customer Support

If you are unable to view the status of your order, follow the steps below to contact Customer Support.

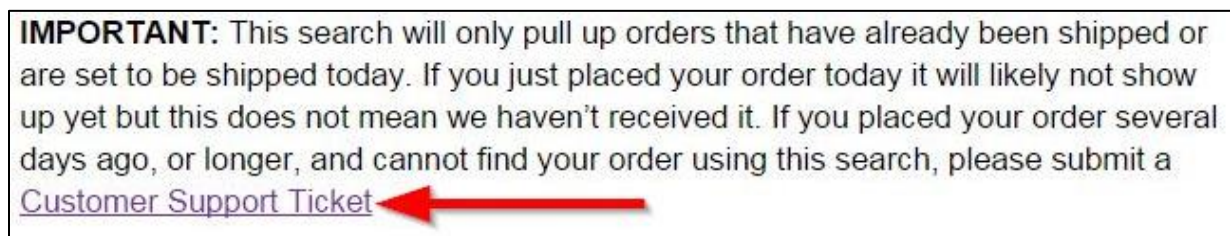
Step 1: From the home page, click **Contact Us** at the top of the screen.

 TheHealthyBack [®] INSTITUTE Less Pain, More Life.		Call Toll Free 1 (800) 216-4908 Outside US?
<input type="text" value="Find What You Are Looking For Here"/>		<input type="button" value="Search"/>
Home	Products	Where's Your Pain
Treatments	Videos	Blog
Forum	View Cart	My Account
Contact Us		
Love Our Website? Get More Free Pain Relief Tips From Us!		
<input type="text" value="First Name"/>	<input type="text" value="Email"/>	<input type="button" value="Subscribe Now"/>

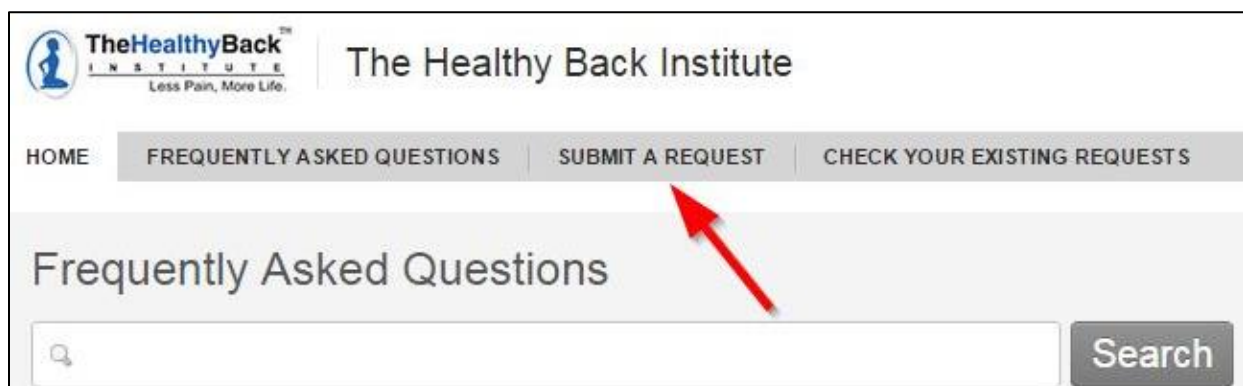
Step 2: On the Contact Us page, click **Check Your Order Status** next to the open box icon.



Step 3: Scroll to the bottom of the page and click **Customer Support Ticket** under the section labeled **IMPORTANT**.



Step 4: On the next page, click **SUBMIT A REQUEST** at the top of the screen.



Step 5: Type your email address in the text box labeled *Your email address*.

Submit a request

Your email address *

email@address.com

How can we help you? *

Step 6: In the text box labeled *How can we help you?* enter all of the information you have about your order, including the order number, when it was placed, and which items were ordered.

Submit a request

Your email address *

email@address.com

How can we help you? *

Order status #12345 placed 3/26/15 for item #6789

Step 7: Select **Order Status** from the drop-down box labeled *What is your request in regards to*.

What is your request in regards to: *

Order Status ▼

-
- Adjust My Order
- Billing Question
- Product Question
- Order Status

... you are human *

2230

Type the text

Privacy & Terms

Step 8: In the textbox labeled *Please verify that you are human*, type the text you see in the image.

What is your request in regards to: *

Order Status ▾

Please verify that you are human *



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reCAPTCHA™

Privacy & Terms

Step 9: Click **Submit** at the bottom of the page.

Please verify that you are human *



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Privacy & Terms

Attachment(s)
Attach file »

Submit