

Order Status Definitions

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You will receive "Order Status Update" emails from Univair regarding the status of your order. Below are some of the more common statuses and what they mean. Statuses of web orders can also be checked in your online order history.

Status	Definition
Received and In Process	Your order was received by Univair and will be processed shortly.
Awaiting Payment	Order was received by Univair but payment has yet to be confirmed. This usually applies to orders using our Open Account payment option, but can also occur for credit card transactions if the payment is declined by the customer's bank.
Awaiting Shipment	Order has been received and is waiting for fulfillment and/or shipping.
Partially Shipped	Only some items in the order have been shipped, due to some items being out of stock or on backorder.
Shipped	Order has been shipped. Tracking number(s) will usually be included in the email. Note that tracking details are not usually available from the shipping company until 24-48 hours after pickup from our facility.
Cancelled	Univair has cancelled the order, usually due to: <ul style="list-style-type: none">• Customer requested the cancellation• Stock issues (backorder, out-of-stock, long lead time, etc.)• Payment issues (payment fraud, no payment method provided, etc.)• Delivery issues (incorrect delivery address, product cannot be shipped to customer's country, etc.)
Refunded	Univair has issued a refund for the order per our Refund Policy .
Partially Refunded	Univair has issued a partial refund for the order per our Refund Policy .
