

Order Status Definitions

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NOTE: Only orders placed through our website will receive the automated status updates listed below. For updates on orders placed via phone, fax, mail or email, please contact your salesperson.

"Order Status Update" emails will be sent to the email you used during checkout. Below are some of the more common statuses and what they mean. Statuses of website orders can also be found by signing into your online account.

Status	Definition
Awaiting Payment	This is the default status when you place an order through our website. Your order and payment information have been received. Univair has received authorization from your bank to charge your credit/debit card, but funds have not been captured yet.
Received and In Process	Your order was received by the Univair sales department and has been entered into our system for fulfillment.
Awaiting Shipment	Your order is being assembled for shipment.
Partially Shipped	Only some items in your order have been shipped, due to some items being out of stock or on backorder.
Shipped	Your full order has 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. Your total payment has been charged to your credit/debit card at this time.
Cancelled	Univair has cancelled the order, usually due to: <ul style="list-style-type: none">• Customer requested the cancellation• Stock issues (NLA, backorder, out-of-stock, etc.)• Payment issues (payment flagged as fraudulent, payment declined by bank, 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 .