

## I didn't receive my Store Item

Last Modified on 06/03/2022 2:38 pm EDT

MV Stars have 30 days from the purchase date to deliver Store Items. Within that 30 day period you, will have the ability to private message the MV Star in case you need to check on the status of your order.

If your store item is passed due, feel free to reach out to the MV Star directly for an update. If you are no longer able to contact the MV Star, please reach out to [help@manyvids.com](mailto:help@manyvids.com) with the MV Star's username and the Sales ID, we'll be happy to mediate the purchase and do everything we can to help out!

*Please make sure to report all non-delivered store items within 120 days in order to be eligible for a credit.*

