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**.

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

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

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

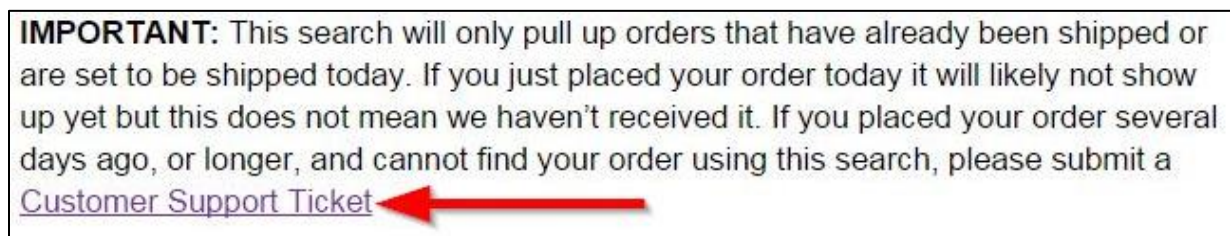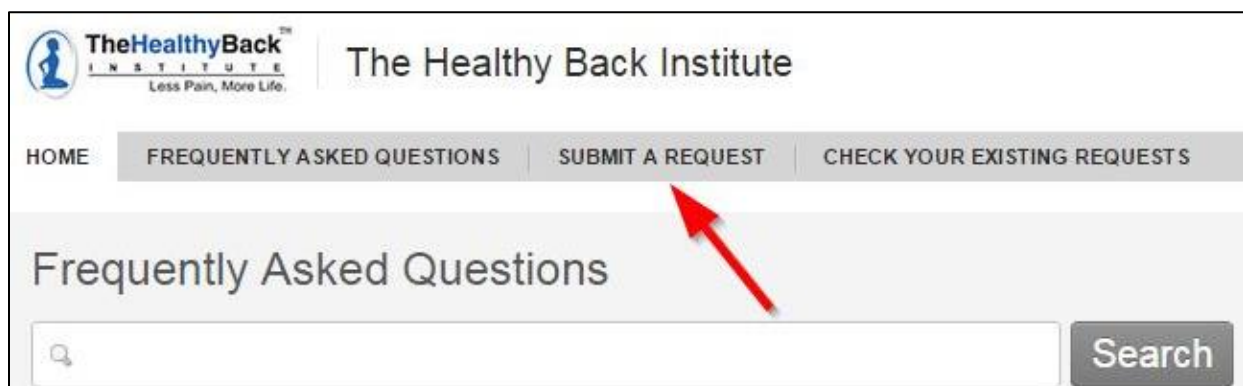**Step 1:** From the home page, click **Contact Us** at the top of the screen.

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*.

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.

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

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

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