Please choose the category of your request:

When is my shipment expected to reach Israel?

Request for a receipt/invoice

When will my shipment be released from customs?

Request for a receipt/invoice

When will my shipment reach the distribution point?

When will my shipment be delivered (for those using courier services)?

Request to change the distribution point

Update address/phone number for receiving messages

Request a second delivery of the shipment

Explanation of VAT

Check status of a shipment delayed in customs