

# Order Information

## When will my pre-ordered item ship?

Pre-Ordered items are typically shipped by the date that is provided on the item description page. The item's ship date is shown to you at the time your order is placed and will also be on your order confirmation that was emailed to you. Please note that your entire order will be held and shipped complete once we receive the backordered item in. If we are unable to ship your costume/accessory by the date that is given we will reach out to you either by email or phone to notify you.

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