

## I didn't receive my Custom Vid

Last Modified on 09/21/2023 12:50 pm EDT

Custom Vids have various delivery time-frames. Some Creators offer delivery times such as 24 hours, 48 hours, 1 week, 2 weeks, etc. If you have not selected an earlier delivery date, you can expect to receive your custom vid within 30 days of the purchase date.

## Custom vids that are overdue

If your custom vid is passed the due date on your receipt, we encourage you to contact the Creator through the sites PMs to get an update. If you do not hear back from the Creator and your order is overdue, please reach out to us at [help@manyvids.com](mailto:help@manyvids.com) with the Creator's username and the Sales ID.

We'll be happy to mediate the purchase and do everything we can to help out!

## Custom vids that are not overdue

If your custom vid is not yet passed the due date, the MV Team won't be able to mediate the purchase as it's still within the delivery time-frame. However, you can reach out to the Creator directly to get an update on your order! You can find more info on that here: [Messaging Inbox](#)

