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## Order Status "Manual Intervention Required"

EFILive Support - 2022-03-20 - Comments (0) - Store, Sales and Shipping

When an order status is at "Manual Intervention Required", our staff will need to manually attend to that order. Orders requiring manual intervention are typically:

1. Physical products that our staff need to pick, pack and ship.
2. Automated licenses and auth-code products where EFILive experiences a systems outage. These orders will be resolved when the system outage is resolved. **DO NOT place subsequent orders for the same item; where multiple activation codes are issued but only one is required a refund is not available.**

EFILive will process these order during New Zealand business hours. If you have any questions about your order please contact us at [sales@efilive.com](mailto:sales@efilive.com); or call us at +64 (9) 534 1188.

EFILive is located in New Zealand and our regular business hours are 09:00 through 17:00 Monday to Friday (excluding public holidays).

### Related Content

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