

# Q. How long does serial download delivery take?

Last Modified on 20/02/2018 12:31 pm GMT

A. Serial download (ESD) orders will be delivered electronically within minutes of the order being placed. You will receive download instructions and activation and / or registration codes via email. Please check your junk folder if the email does not arrive in your inbox shortly after the order being placed.

If you have not received your order please contact [websales@timespace.com](mailto:websales@timespace.com) and we can have them resent.

**Please note:** Some serial download items require processing manually by our sales team. You will be notified of the items that require this service when adding the item to the basket. Once successfully purchased, your serial number will be generated and delivered to you via e-mail. **This manual process should take no longer than one business day.**

---