

You're in good hands

with Shipwire, a CEVA Logistics company.

Our customer support structure is designed to make you feel like our 3PL services are an extension of your business. Our goal is to create a strategic, collaborative and integrated support system that allows brands and retailers to focus on business growth and feel confident that their products and customers are in the best of hands. We have a few different groups within our support network and they work together to ensure effective communications, meticulous project management and smooth fulfillment on the ground.



Value Added Services

Our Value Added Services Team reviews and sends instructions to the warehouses, providing progress updates to customers along the way. This specialized team is the link between customers and our warehouse operators and manages special requests related to orders, inbound product shipments or inventory. From projects ranging from simple relabeling to complex product reconfigurations that involve white-glove care and extra management, this team can handle it.

Order Management

Our Order Management Team tends to retail orders that have specific routing requirements, typically for B2B freight shipments. This team is the liaison between internal and external partners and manages all pre- and post-shipment inquiries to ensure compliant, successful retail order shipments.

Onsite Support (U.S.)

Onsite Support personnel provide customers with eyes and ears on the warehouse floor. We offer real-time support in many of our U.S. facilities, as urgent and complex customer inquiries often require someone to be onsite to manage them from start to finish.

Account Management

This team goes beyond customer support, providing strategic guidance to Shipwire's largest customers with the goal of helping brands and retailers scale and achieve short and long-term goals. Account managers advise customers of e-commerce best practices, trends and other areas of opportunity to help grow business.

CUSTOMER CARE

Our Customer Care Team is Shipwire's frontline support. This team manages incoming calls and emails, answers inquiries and helps resolve operational and platform-related questions. Specific inquiries received by this team may be passed to one of the specialized teams detailed below.

In order to support our global customer base, our hours of operation are:



Monday-Friday 9:00 AM-6:00 PM
Central European Time



Monday-Friday 9:00 AM-6:00 PM
Australian Eastern Time



Monday-Friday 5:00 AM-5:00 PM
Pacific Time