



How long should I wait before I receive my Parallels Desktop license purchased at parallels.com?

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Standard Edition 9 and older

Symptoms

- I would like to know how long it takes to process an order for Parallels Desktop placed at parallels.com
- I paid for an Online Store order, but did not receive my license key.

Resolution

Time of processing an Online Store order depends on the payment method. Orders paid with a credit card are processed instantly, while orders paid with PayPal and wire transfer cannot be completed until payment is received in full.

If you have already sent your payment, but have not yet received your license(-s) for Parallels Desktop, then your order might still be in **Authorized** status and you should allow some more time for the order to be completed.

Authorized status means that your order is approved and funds will be dropped from your card soon. An order can be in **Authorized** status for 2 hours maximum after it was placed.

Some time later the status will change to **Paid** and you will receive an order confirmation e-mail with your license(-s) and other relevant information.

Payment processing and order fulfillment for Parallels Online Store transactions is conducted by our order processing partner Cleverbridge AG. If you do not receive your order confirmation e-mail for more than 2 hours after you submitted your order, please contact [Cleverbridge](#) directly.

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