

## WHY KIMI IS BEST? - Support #4463

### Missing Official Kimi Räikkönen Merchandise Order

03/05/2026 10:43 AM - Egor Popenov

|   |        |                        |            |
|---|--------|------------------------|------------|
| <b>Status:</b>  | New    | <b>Start date:</b>     | 03/05/2026 |
| <b>Priority:</b>  | Normal | <b>Due date:</b>       |            |
| <b>Assignee:</b>  |        | <b>% Done:</b>         | 0%         |
| <b>Category:</b>  |        | <b>Estimated time:</b> | 0.00 hour  |
| <b>Target version:</b>  |        | <b>Spent time:</b>     | 0.00 hour  |
| <b>Description</b>  |        |                        |            |
| <p>I am writing to report an issue with my recent order from the official Kimi merchandise store.<br/>Order Number: #12345<br/>Date of Purchase: October 12, 2023<br/>Problem: The "Iceman" limited edition cap has not arrived, and the tracking link provided is no longer active.<br/>Desired Outcome: Please provide an updated tracking status or process a full refund to my original payment method.<br/>I have already checked with the local courier, and they have no record of the package. Please look into this as soon as possible.</p> |        |                        |            |