Conditions

Returns, Refunds and Exchanges Policy

How To Return an Item
Your item must be in its original unused condition to be returned, unless there is a manufacturer defect. You must return the item **within 30 days** of your purchase.

1. Please email info@stahlbus-us.com to request a refund and we will assign you a tracking #.
2. Mail your returned item to:
   stahlbus USA LLC.
   Returns Department Tracking #
   10337 Strathmore Dr.
   Santee,CA,92071
3. Include in your package a signed letter stating the reason for your return and the original receipt.

Return Exceptions
some items cannot be returned if they are opened. These include Tools, Bleeder valves, Oil drain valves. Merchandise that has been worn, used, or altered will not be accepted for return or exchange.

Restocking Fee
all items are subject to a 10% restocking fee, this will be deducted from your refund. We also do not refund the original shipping and handling that you paid on the order.

Exchanges
If your item is in like new condition, you may exchange your item for a different size or color. You will not be subject to a restocking fee in this case, but you still will have to pay return shipping.

Payment Policy

Accepted Methods of Payment
Credit Card (Visa, Master Card, Discover)
Pay-pal

Credit Card Charges
Your credit card will be charged when you place your order. If we are not able to fulfill your order for any reason your credit card will be refunded.
Stahlbus-us.com
stahlbus USA LLC.
10337 Strathmore Dr.
Santee, CA 9207

Shipping Policy

Turnaround
All orders are shipped within 24-48 hours depending on availability, Monday - Friday 8am - 5pm PST

Carrier
We use the following carriers to deliver our orders:
USPS
UPS

Order Tracking
If a tracking # is provided by the shipping carrier, we will update your order with the tracking information. Please note that some orders using 1st Class USPS mail will not have tracking numbers.

Conditions

Shipping Rates
The rate charged for the shipping of your order is based on the weight of your products, and your location. Before the final checkout page you will be shown what the cost of shipping will be, and you will have a chance to not place your order if you decide not to.

Back Orders
If an item goes on back order we will ship you the part of your order that is in stock. When the item becomes available we will ship you the rest of your order. You will not be charged any additional shipping and handling for the second shipment

Privacy Policy

This policy covers how we use your personal information. We take your privacy SERIOUSLY and will take all measures to protect your personal information.

What Information Do We Collect?
We only collect information that we need that is related to your order. This includes your:
Billing Address
Shipping Address
Email Address
Credit Card Information

In addition we also collect information on your IP address, browser type, and Refer URL data. We use this data to prevent hacking attempts, help us know what web browsers people are using, and find out where our visitors are coming from so that we can improve our marketing.

How Is My Information Used?
Your information is only used to fill your order. We do not sell or redistribute your information to ANYONE.

Security and Storage
Only your order data billing, shipping, and order contents data is stored on our server. This information is encrypted using a Secure Sockets Layer before it is transmitted over a web server. We do not store your Credit Card data.

Cookies and Browser Information
Cookies are small files that reside on your computer and allow us to recognize you on your next visit or store your shopping cart contents. We use them only to track this information.