

Dear Customer,

If you do not find an answer to your question in the following FAQs you can of course contact our customer service. We will make every effort to answer your question as quickly as possible.

FAQ - Frequently Asked Question

QUESTION: What is your postal account number so that we can carry out a bank transfer?

Answer: Postal Account: 85-151426-2
IBAN: CH86 0900 0000 8515 1426 2
in the name of: SWISS TUNING AG, 8488 Turbenthal

QUESTION: Can payments also be made via Paypal?

Answer: Yes, our email address for the receipt of such credit is info(at)swisstuning.ch. Please be aware of additional fees you have to pay.

QUESTION: How long does it take until we receive our product(s)?

Answer: This varies greatly. According to payment means it can take up to 5 days until we have received the credit. Then it normally takes 1-2 days from compilation of address to preparation of your product and handover to the post office for dispatch. You always however receive a system generated dispatch confirmation. Therefore you know that your goods have been sent to you.

QUESTION: Despite dispatch confirmation I have not received a package. Why?

Answer: According to the swiss post office, B post dispatches take between 2-5 days. Under certain circumstances it may be that the post office has deposited a collection ticket at your home because no one was there upon delivery. If you have still not received your package a week after dispatch confirmation then request your package number from us.

QUESTION: We have received the package. The product however is damaged and indicates damage in transit. How should we proceed?

Answer: Report the damage to your post office and take all the insulation material including original packaging with you. Your post office will fill in a damage form and pass to us. We will then contact you in due course. In addition consider that we categorically disclaim liability for damages resulting in transit. The transit risk lies solely and without reservation with the purchaser. If the post office as an act of courtesy wants to assume the damages we will send you the article again, once we have received the credit for our own costs from the post office. Please take our General Terms and Conditions into account here.

QUESTION: Are all your articles in stock and therefore immediately available?

Answer: Approx. 75% of the offered articles are in stock. Therefore a rapid transaction is guaranteed. Make enquiries in advance however about availability to avoid later misunderstandings.

QUESTION: Can goods also be picked up and therefore save on the dispatch costs?

Answer: Pick up in Turbenthal is possible. Please ensure that your purchased items are in stock before coming picking them up.

QUESTION: Can I contact you by telephone?

Answer: Our hotline 052 203 24 44 is available to you from Monday to Friday from 8.30am to 12am and 13.30pm to 5.30pm and Saturday from 10am to 1pm