

ORDER STATUS

Has my order shipped?

Click the "My Account" of our site to check your orders status.

How do I track my order?

Click the "My Account / Order Status" link at the top right hand side of our site to track your order.

My order never arrived.

Check your address and name on the invoice.

Please contact customer service for assistance email : vltavaus@gmail.com.

An item is missing from my shipment.

Make sure the item in the invoice is in the pack.

Check your original order.

Contact us: vltavaus@gmail.com

When will my backorder arrive?

Backordered items are those which our suppliers are unable to predict when they will have more in stock, but as soon as they do, we will be able to ship the item to you.

Please contact customer service for assistance email : vltavaus@gmail.com.

How do I create an account?

1) Click the "My Account / Order Status" link at the top right side of our site.

2) Enter your email address.

Then simply follow the prompts to complete setting up your account. Your information is NEVER sold to any other company and is kept completely private. Please view our Privacy Policy for more information.

How do I edit my account information?

Click the "My Account / Order Status" link at the top right hand side of our site to edit your account information.

How much is my shipping?

Shipping is automatically calculated prior to submitting your payment information. Simply add items to your cart and proceed to the Checkout page where you will be offered Shipping Method choices and their prices.

I forgot my password.

Click the "My Account / Order Status" link at the top right hand side of our site. Under the login box you'll see a link that says "Forgot your password? Click here". That link will send an email to you with your password.

How do I return my product?

Please click [here](#) for more information on returning an item.

I received the wrong product.

If you feel that you have received the wrong product, please contact customer service email :vltavaus@gmail.com within 72 hours of receiving the product.

What is your return policy?

Please see our Terms & Conditions for complete details regarding our return policy.

When will my order ship?

Please see each individual item page for more information on the availability of each item. Also, after placing your order, you may click the "My Account / Order Status" link at the top right hand side of our site to track the status of your order. You will receive a shipment confirmation when your order has shipped and tracking information within 24-48 hours of shipment.

INTERNATIONAL SHIPPING

Do you ship to my country?

Please create an account by clicking the "My Account / Order Status" link at the top right hand side of our site. During signup we'll ask for your shipping address details including country. If your country is not in the dropdown menu of available countries, unfortunately we cannot ship to your country at this time.

What are my payment choices?

During the checkout process you may choose any of our current payment options and continue to place your order. Please note that we will not ship your order until we receive payment from you.

When will my order ship and what are my shipping charges?

Shipping is automatically calculated prior to submitting your payment information. Simply add items to your cart and proceed to the Checkout page where you will be offered Shipping Method choices and their prices. We will ship your order shortly after we receive payment from you.

What is the return policy?

Please see our Terms & Conditions for complete details regarding our return policy.

GUARANTEES

Low Price Guarantee

It is our commitment to provide you with the best value, at the best price. We value your business and strive to keep our prices low, and SAVE you money!

Privacy Policy

We value your privacy. Please view our Privacy Policy for complete details on how we use the information we collect.

SECURITY

This website is protected with SSL (secure socket layer) encryption, the highest standard in Internet security.

PRICING AND BILLING

Do I have to pay sales tax?

You only have to pay sales tax if you are located in the same state as our warehouse.

I have a question on my charges.

Click the "My Account / Order Status" link at the top right hand side of our site to review your orders. You may compare your order history on our website, with your financial records. If you have further

questions or concerns, please contact customer service for further assistance.

I need a copy of my receipt/invoice.

Click the "My Account / Order Status" link at the top right hand side of our site to print invoices.

When will my credit appear on my account?

Credits usually take 7 business days from the time we receive your item(s).

When will my credit card be charged?

Your credit card will be charged within 24 hours prior to shipment of your item(s).

BUYER'S GUIDE

How do I buy gift certificate?

To purchase a gift certificate for someone, please contact vltavaus@gmail.com or info@czsvs.com

ADDITIONAL SUPPORT

How do I contact you?

e-mail : vltavaus@gmail.com

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