



**PLEASE NOTE: Delivery of all UPS or USPS orders will be during the business week Monday-Friday ONLY.**

International orders:

Our online Store offers high levels of protection to ensure your ordering process is safe and secure. You can order all your tennis products directly from our website via our online catalogue or you may email or fax your order request using our International **order form**. Online order will have an email confirmations and it will be send to your personal email account within 24 hours. Please note that String Tech Corp may require **additional information** from you before we can process your order.

If you paid with American Express, Discover, MasterCard or Visa please provides the following information:

- A copy front and back of the identification card
- A copy front and back of the credit card being used
- Name, Address and Phone Number of the bank issuing your credit card

If you paid with PayPal; the orders will only ship to addresses listed on PayPal payments.

For International customer service please use one of the following options:

1. [Email: info@ytexstrings.com](mailto:info@ytexstrings.com)
2. Fax: 305 594 5883

International customers will be contacted via email **only**.

\*\*Shipping via USPS Priority provides minimal tracking information and normally delivers within 5-7 business days..

## International FAQ

### 1. What credit card information is required to process my order?

String Tech Corp utilizes a procedure to confirm that the order has been placed by an authorized cardholder. It is an additional security measure required by us to protect to any credit card fraud.

Our apologies for any inconvenience, but the adds protection outweighs the small amount of time necessary to provide the proper information.

Required Information:

1. Name, Address and Phone Number of the bank issuing your credit card
2. A copy of your credit card billing statement
3. A copy of your personal identification card or driver license.

Additional information may be required.

Please fax this information to 305 594 5883 or email: [info@ytexstrings.com](mailto:info@ytexstrings.com)



## **2. Will I have to pay any taxes or import duties?**

There are no US taxes; however you will be responsible for any additional customer handling fees, duties and or taxes. This is because each country is different and these fees change often, we do not know these fees. Your local post/customs office can give you this information.

## **3. What happens if I refuse or abandon my order?**

String Tech Corp cannot issue credit for International packages which are fused or abandoned.

## **4. Who is responsible for import fees, duties and other charges?**

The customer will be the importer of record and will be responsible for all levies, duties, imports fee, taxes and other charges. String Tech Corp cannot issue credit in cases where packages are not delivered due to non-payment of fees.

For an exact shipping charge quote, please email: [info@ytexstrings.com](mailto:info@ytexstrings.com) with the products you intend to purchase.

