

Payment Information

Thank you for visiting our website. Your business is very important to us and for your shopping convenience we offer the following methods of payment:

All pages in the ordering process where you provide personal information use SSL (Secure Socket Layer) encryption. SSL codes information transferred between you and the server and renders it unreadable to anyone intercepting the information.

- **Credit cards (Visa, Mastercard, and American Express):**

All Credit Card payments will be submitted via our online gateway encrypted by SSL.

Your credit card information will not be saved by us at anytime.

As a safety measure against credit card fraud we require the matching address, expiration date and the KPN or CVC verification number (3 or 4 digits that can only be found on the reverse side of your credit card). This ensures that the credit card is actually physically available to the person ordering the goods.

- **C.O.D (Collect on Delivery - checks or cash):**

The invoice amount will be collected upon delivery and you will have to pay the amount in full to the UPS driver, so please have a check or cash ready. You will receive the UPS tracking number and package arrival date via e-mail.

- **PayPal:**

After making your purchase and going through the checkout you will be automatically redirected to the paypal website where you must log in to your account to complete the transaction. We will not ship out any orders until we receive the payment verification from paypal.

- **Payment in advance:**

Wire Transfer:

Your order will be processed once payment is received. Prompt submission of payment will help expedite your order. Please make Wire Transfer payable to:

Bank name:	Dresdner Bank Tuttlingen
Account number:	02 757 655 00
Bank Code:	643 800 11
IBAN (Int. Bank Account Number):	DE17 6438 0011 0275 7655 00
BIC (SWIFT Code):	DRES DE FF 643

Please be sure to confirm your payment submission (date mailed, Money Order number and order number) via email to info@storz-bickel.com. This will assist us with tracking your order payment and allow us to release your order promptly for shipment.

- **Checks & Money Order (only within EU):**

Your order will be processed once payment is received. Please send Checks and Money Orders to the address below. Prompt submission of payment will help expedite your order. Please make Money Orders and Checks payable to:

STORZ & BICKEL GmbH & Co. KG
Rote Strasse 1
78532 Tuttlingen/Germany

Please be sure to confirm your payment submission (date mailed, Money Order number and order number) via email to info@storz-bickel.com. This will assist us with tracking your order payment and allow us to release your order promptly for shipment.

Please note:

- We have a minimum order of Euro 20.–
- Applicable taxes may apply to orders shipped outside EU
- We must receive payment before we ship out any orders
- Shipping costs are non-refundable;
There is a Euro 20.– restocking fee for any returned or undeliverable items

Thank you again for your business and we look forward to working with you.