

F.A.Q.- Frequently Asked Questions

Checkout questions

Can I use my mobile phone at checkout here?

The checkout is now mobile friendly and can be used on most of mobile phones

Do I have to register ?

Registration is not required, the one page easy, secure checkout can be completed very fast

Are the checkout and shop safe ?

The shop, all pages and checkout uses latest SSL secure connection.

Browsing, shopping and checkout are safe.

Shipping questions

Will you provide tracking number ?

Most of products are shipped with international tracking number. We usually share tracking updates also.

How long does it take to get the ordered item ?

Inside E.U. average 5-8 business days, outside E.U. 15-21 business days average, but much longer is not unusual for overseas destinations. We experienced delays for some E.U destinations also. See "Delivery time, time limit" section in terms

I can not find Australia, Canada or/ and United States or further destinations at checkout:

Sebo Elektronik - attilaseboshop actually ships items for outside of European Union locations only where the destination post is happy to show up " delivered" tracking confirmation for international registered mail.

Very few destination posts, outside of European Union, have decided not to share to the public their online (existing) delivery confirmation of import registered, worldwide trackable mails, posted from some of E.U. countries.

Current Example: "Tracking Suppression of Import Registered Mail" of USPS :

https://about.usps.com/postal-bulletin/2015/pb22424/html/info_002.htm

Similar suppressed tracking status can be seen currently at Canada, Australia destinations.

We may add or remove any destinations to the checkout country list, time by time, depends on the visibility of tracking at international tracking services or at our local post. We updated our terms and conditions for this situation, read please the "Tracking, tracking number" section for details before placing order.

From 2018 sometimes we experienced lack of tracking updates at United Kingdom and Germany post services tracking services also, affected the shipments from the origin where this web shop located, therefore the information above may be applied there also.

We may decide to sell items only for European Union destination at any time.

Payment questions

What payment methods are available ?

For payment, currently bank transfer available Further card payment options may be available at checkout. All available payment methods can be seen at checkout. For bank transfer info, read please "Payment, and payment method" in terms and info at checkout.

Can I pay with credit or debit card ?

Card payment method may be available at checkout. If available, read the information at checkout please.

Card payment is unsuccessful or denied, what to do ?

There may be problem with card balance or other reason. If card payment processing provider denied the payment, then choose other payment option at checkout if available, and repeat the order, or contact us.

Currency, Bank Transfer

Now, EUR is accepted at checkout. Because the EUR transfer is easy and cheap between EU countries, the bank transfer method usually easy for payment. Please transfer the checkout amount from EUR bank account for the easy transaction.

More bank transfer instruction can be seen at the bottom of this page

Local, inland transfer is accepted in local currency.

Refund, returns

Can I return the item I purchased?

We offer a standard European Union 14 days return policy. Most items can be returned within 14 days from the “delivered” confirmation. See details at “14 Days European Union Standard Return Policy” and “Return and refund policy” section in terms

Can I have refund without returning the item ?

In most cases, we offer free resend instead of refund. If we do not have same stock, then it is possible to simply get refund. In all cases you must contact us first. See more in Terms and conditions or Delivery information

What payment method will be used for money back ?

Currently we offer one way payment methods for incoming payments. For money return, we usually send back amount via same way, ie. bank transfer. We also offer an alternative money back method via payment gateway. We may inform you about these details at checkout info and order confirmation mail also. Please place order only if you can receive payment via offered, alternative payment method as well.. See more in terms: [Money back, refund, money return method](#) section.

Browser compatibility

What internet browsers can I use for attilaseboshop?

The latest versions of following browsers are compatible and tested:
Mozilla Firefox, Opera, Chrome

Updated: January 2020

additional information for bank transfer

In case of successful order -

1. Please reply with confirmation mail into our email address We need to know, your email is active and working well. Check out spam folder as well.
2. After your reply, we will send our bank details. The EUR transfer between EU countries is cheap, so send amount from EUR bank account please. Order will be processed after the cleared checkout “total amount” received. It may take time. Local, inland transfer is accepted in local currency.
- 3 After shipping, we are going to send tracking updates.
- 4 In case of unsuccessful transaction / refund, you agree, you will receive back amount in same way, or via Skrill payment. Your order will not ship until we receive total checkout amount

Our contact information

shop@attilasebo.net

alternative address

shop@attilasebo.co.uk

Site owner

This site is owned by Sebo Elektronik

shop@attilasebo.net

Registered trade name is Sebo Elektronik, / translated Sebo Electronic / under Reg. Trade no . 38027880 with registered address H-2100 , Godollo, Semmelweis u. 2 – Hungary European Union.

Tax. No, 66715502-1-33

Data protection authority reg. No. 00003-0012

Web trading registration number 38027880

The web service is provided through / by Attila Sebo as individual.

H-2100 Godollo, Semmelweis u. 2 - Details may be available upon request if required by local regulations.

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