

Payment

1. Read the terms and conditions of the transaction and ask questions before committing purchasing. Often the terms are displayed at checkout or on a separate page of the website. There may be disclaimers about the photos and/or information displayed on the website.
2. It is highly recommended that you use a form of payment that provides you with cover in case something goes wrong. Credit card companies or Paypal provide such a service. For example, you may be eligible for a refund if your item does not arrive, arrives damaged or is not what you were expecting. For more information refer to the Paypal website or your credit card company.

Shipping

1. Online sellers may not take responsibility for your car parts once they have dispatched them.
2. Check which courier company your seller is using.
3. If your parts are required urgently, ask how many days before they are dispatched.
4. There may be a processing period which is independent of the time taken to arrive once dispatched. For example you may select and pay for express post, but your items may not be shipped for two days after your purchase is made.
5. Express Post does not mean your parts will arrive the next day. The processing period may need to be taken into consideration (see above) or you may be outside of the express post network.
6. Will your parts be dispatched with tracking? This is particularly important if you are buying from another country.
7. Ask for the tracking number.
8. If buying from another country, your parcel may be held up in customs or your car parts may be incur tax. Please note, these circumstances are not the responsibility of the seller and are out of their control.
9. When your [car parts](#) arrive, will they require a signature before they are released. Will you be at the address at the time?

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