

# FAQs

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## **Why is my order in 'suspended' status on CSPA?**

As Würth is a DFS supplier, your order will show as suspended in CSPA when it is sent to Würth until it is shipped to you. This is normal for DFS deliveries and does not mean that your order is not being processed.

## **How can we place the orders now with Würth? Will it still be possible to order through CSPA?**

Yes, you will still place orders as you always have via CSPA. There is no change for you in the ordering process. The only change is the delivery will come from Würth.

## **What are Würth's delivery times?**

1-5 working days depending on where you are located if the item you order is available in stock. If the item is temporary out of stock your order row will have an "accepted" status and the item will be shipped as soon as it is available again. If the item is out of stock and discontinued, your order row will be cancelled and you will receive a notification of unavailability.

## **Why did I receive an invoice from FCA and not from Würth?**

Invoices will come from FCA as they always have.

## **What is the dealer discount?**

Dealers have 25% discount on the RRP.

## **How is the return process?**

Please see the section Return & Claim Policy or contact Würth Customer Service Team at [customerserviceFCA@wuerth.it](mailto:customerserviceFCA@wuerth.it)

## **How can I cancel an order?**

Contact Würth first to see if the order has not yet been released and then FCA to delete it from CSPA.

## **Why hasn't my order arrived yet?**

Please check with [customerserviceFCA@wuerth.it](mailto:customerserviceFCA@wuerth.it)

For orders over 50€ Würth ships within 24-48 hours of the order being received in to the Würth system. Note, there can be some delays between your system and CSPA. Once an order is in CSPA, it is sent hourly to Würth system. We consolidate order by delivery address. Orders for different brands to the same address are consolidated together.

For orders under 50€, these will be automatically canceled in CSPA.

## **Do I need to Login to see the catalogue?**

Yes, you need to login to see the catalogue.