



Smart Tools, Powerful Solutions

NEW! NOVA PARTS DIRECT PROGRAM

FAQS

1. Can customers call in customer service to place parts orders like they used to?

Yes, however the order will not qualify for FREE SHIPPING if a customer service specialist processes the order.

2. Are all Nova parts available thru the NOVA Parts Direct program online? If not, how do I order those?

New parts are being added regularly, so if your part is not online now it may be in the future! In general, finished goods will still be limited to being sold by our authorized dealers. For a retail store near you or to find an online retailer, please visit: [FIND A DEALER](#)

What if it my order is a mix of the two types of products (PARTS DIRECT and other) then what? Parts that are sold and not part of the program will incur a shipping charge.

3. What if I don't have my part number, how do I find it?

Please go to teknatool.com and search for the model or part description in the search bar. You can also go to [SHOP PARTS DIRECT](#) and search through all of our available parts or to the sub-category of the part you're looking for (example: [Chuck Parts](#), [Comet II Parts](#)).

4. Can I do a warranty order for missing or damaged parts from my machine or chuck?

Customers should attempt to resolve their order issue (missing parts or damaged product) directly with the retailer they purchased the product from.

Warranty claims must still be filed through our claims process and with a customer service specialist. Please submit a ticket [here](#) or call us at 727-954-3433.

5. When placing an order, will I know if the part I'm trying to purchase is in stock?

Yes, our site lets you know if there is stock available and will not let you purchase if no inventory is available. We will not accept backorders at this time.

6. Do I have to pay freight on my order?

No, you do not pay for standard shipping if the shipping address is within the Continental U.S.

7. Do I have to pay tax on my order?

Yes, we will collect sales tax in accordance with all applicable laws.

8. How will my order ship?

It will ship based on the size and weight of the product. The carrier may vary, and we reserve the right to use a carrier of our choice. All customers will be provided with tracking information.

9. When will my order ship?

Your order will typically ship within 48 hours (excluding weekends and holidays).

10. I'd like to receive my order immediately, is there a quicker shipping method?

Yes, you can call a customer service specialist and request expedited shipping. Applicable expedited charges will apply.

11. Can I provide a 3rd party account for shipping to get a better price?

No. End user customers cannot make changes to the shipping account in our online shopping cart. Dealers can request a 3rd party account and should contact their sales rep for more information.

12. Will I get a confirmation of my order when it is placed?

Yes, you would receive via email confirmation of your order with tracking information.

13. Will I get a tracking number when my order ships?

Yes, you would receive via email confirmation of your order with tracking information.

14. What credit cards do you accept?

We accept all major credit cards: Visa, Master Card, Amex, etc.

15. How do I cancel my order after it is placed?

Contact customer support and we can cancel an order up until it is processed.

16. Can I change or add to my order?

Maybe, contact customer support and we can change or add to your order up until it is processed.

17. Can you ship my product to an international address?

Yes, however, applicable shipping charges will apply.

18. Can you ship to Puerto Rico, Alaska and Hawaii?

Yes, however, applicable shipping charges will apply.

19. What is the return policy?

Returns are accepted, however, the shipping to return the product is at the cost of the customer.

20. What if the wrong part is ordered or the wrong item is shipped?

Returns are accepted, however, the shipping charge to return the product is at the cost of the customer unless, of course, it is our shipping error.

21. What if my order is lost or damaged?

Please reach out to our customer service team and we/you can file a claim with the freight provider or take the appropriate action based on the specific circumstances.

22. Can dealers use the part direct program?

Orders for parts by dealers should be handled by our sales team directly so that they receive the appropriate discounts.