

Rochester Diesel Privacy/Return Policy

About Rochester Diesel, Inc.

Located in Rochester , MN, Rochester Diesel has been in business for 30+ years. We were previously Rochester Fuel Injection. We have the same great service and people.

We are located at: 6430 Highway 63 S, Rochester, MN 55904.

Phone (Toll-free): (800) 891-8038.

Our business hours are Monday through Friday, 7:30am to 5pm, Central Standard Time (U.S.)

Our Payment Policy

- On Rochesterdiesel.com and via phone orders, we accept Visa, Mastercard and Discover. Please note, we are required by law to collect sales tax for sales to customers in Minnesota (MN).

Shipping Information

1. Though we usually ship same day or next day, please allow up to three *BUSINESS* days for handling time. Weekends and holidays do not count as business days. UPS does not pick up on weekends or holidays. Please allow up to ten (10) days total to receive your order if you used our UPS Ground shipping option.
2. **IMPORTANT NOTE:** Some of the items we sell are SPECIAL ORDER items that we get from distributors and do NOT keep in stock. If your order is time-sensitive, please CALL US first. To provide the best service possible, we need to check availability with the distributor.
3. Please note, UPS requires a valid, non-P.O. Box shipping address. PLEASE INCLUDE YOUR STREET ADDRESS IN THE ORDER DETAILS.
4. We also ask for your phone number to include on the shipping label, for UPS to use in case they have delivery issues.
5. If you need to inquire about shipping or returns, please contact us via email: Sales@Rochesterdiesel.com.
6. Combined Shipping: On items that are sold with a shipping charge, we do try to combine shipping as much as possible, which saves money for both our customers and ourselves, if each item is paid for on the same date. Unfortunately, we cannot guarantee combined shipping if the orders and payments come in far apart, even on the same day. Orders that are paid for on separate days will probably NOT be combined.

Return Policy

1. We at Rochester Diesel want you to be completely satisfied with your purchase.
2. We will accept unopened returns up to 15 days after the **order date** (not the receipt date) for items purchased from Rochester Diesel.
3. If you are not completely satisfied, just send it back to us in its "as shipped" condition within 15 days of the order date.
4. Refunds will be made back to the original method of payment only.

5. ALL RETURNED ITEMS WILL BE INSPECTED BY OUR STAFF PRIOR TO ISSUING A REFUND.
6. Though usually much faster, it may take up to 14 business days after our receipt of your return at Rochester Diesel's Returns Department for us to complete the processing of your return and credit.
7. Note: Items that have been installed or opened cannot be returned. Tuners are non-refundable.
8. Shipping and handling fees are not part of the purchase price and are NON-refundable.

Re-stocking fees:

- 25% restocking fee will be charged;
- If the item has been installed, the item may not be returned (it may be exchanged if defective), and we reserve the right to refuse the shipment or return to you items that have been installed;
- Items returned with parts missing will be assessed additional fees;

Note about non-Rochester Diesel items:

Some of the items that we sell come from 3rd-party distributors, so we are bound by their returns policies. In some cases, a RMA number will be required prior to returning an item, and in some cases, the item must be returned directly to the distributor - not to Rochester Diesel. We also have no control whatsoever over the speed at which they process returns or issue RMA numbers, so please bear with us. We must obtain verification from them that they have received the item(s) back and authorize us to issue a refund.

Contact Information

If you need to contact us for any reason, please do not hesitate to email us. This is the most efficient way to contact us (this way, if we have to research something or call a distributor, we don't have to keep you waiting on hold). Alternatively, you may call us at: (800) 891-8038. Note: We usually respond to emails the same day we receive them. Usually! When contacting us, please provide all relevant details directly related to your concern such as your Name, Purchase Date, Item(s) Purchased, Invoice Number and your telephone number. This will make it easier for us to effectively respond to your request.

Product Images

Please note, the images we use are representative only, and could show minor variations from the exact item that you will receive.

Pricing, Ordering, and Typographical Errors

- Rochester Diesel reserves the right without prior notice to discontinue or change specifications and prices on products and services offered on RochesterDiesel.com without incurring any obligation to you.
- Descriptions of, or references to, products or services on RochesterDiesel.com do not imply endorsement of that product or service, or constitute a warranty, by Rochester Diesel (especially in the case of items we obtain through 3rd-party distributors).

- The receipt by you of an order confirmation does not constitute Rochester Diesel's acceptance of an order. Prior to Rochester Diesel's acceptance of an order, verification of information may be required. Rochester Diesel reserves the right at any time after receipt of your order to accept or decline your order, or any portion thereof, even after your receipt of an order confirmation from Rochester Diesel, for any reason.
- Rochester Diesel reserves the right to limit the order quantity on any item and to refuse service to any customer without prior notification.
- In the event that a product or service is listed at an incorrect price for any reason, including, without limitation, due to supplier pricing information, typographical error, or any other error, Rochester Diesel shall have the right to refuse or cancel orders placed for the product listed at the incorrect price, regardless of whether the order has been confirmed and your payment method charged. If your payment method has already been charged for the purchase and your order is canceled, Rochester Diesel shall promptly issue a credit to your payment method account in the amount of the incorrect price.

Web privacy policy

We take your privacy seriously, and we want you to know how we collect, use, share and protect your information.

What information we collect

We respect the right to privacy of all visitors to the Rochester Diesel, Inc. site. We do not collect information that would personally identify you unless you choose to provide it. The personal information that you submit, such as on the request a quote page, is shared only with those people within Rochester Diesel, Inc. who need this information to respond to your request and we will utilize the information to improve Rochester Diesel, Inc. operations. Information submitted through Rochester Diesel, Inc.'s online forms may be collected to ensure technical functionality. It will also be utilized to report any inappropriate use of our website. We do not save personal information to use for other purposes, nor do we provide it to any other groups.

Email communications, newsletter and related services

Rochester Diesel, Inc. provides you with the opportunity to receive communications from us or third parties. You can sign up for a free email newsletter as well as unsubscribe from this at anytime.

Email communications that you send to us via the contact and email links on our site may be shared with any member of our team and will be directed to the person most able to address your message. We make every effort to respond in a timely fashion

once communications are received. Once we have responded to your communication, it is discarded or archived, depending on the nature of the message.

The email functionality on our site does not provide a completely secure and confidential means of communication. It's possible that your email communication may be accessed or viewed by another Internet user while in transit to us. If you wish to keep your communication private, do not use our email and call (800) 891-8038.

You may decide at some point that you no longer wish to receive communications from our site. To stop receiving communications, send an email message to hello@rochesterdiesel.com.

Surveys

We, from time to time, survey visitors to our site. The information is used in an aggregated, de-identified form to help us understand the needs of our visitors so that we can improve our visitor experience. The information may be shared with third parties with whom we have a business relationship. We generally do not ask for information in the surveys that would personally identify you. If we do request contact information for follow-up, you may decline to provide it. If survey respondents provide personal information, it is shared only with those people who need to see it to respond to the question or request, or with third parties who perform data management services for our site. Those third parties have agreed to keep all data from surveys confidential.

IP addresses

The Web server will automatically collect the Internet Protocol (IP) address of the computers that access Rochester Diesel, Inc.. An IP address is a number that is assigned to your computer when you access the Internet. It is not truly personally identifiable information because many different individuals can access the Internet via the same computer. We use this information in aggregate form to understand how our site or advertisements from Rochester Diesel, Inc. are being used and how we can better serve visitors.

Cookies and other tracking technology

We collect information about visitors to our site using "cookies" and similar technology such as event tracking, pixel tags, visitor usage recordings and so on. We use this technology to recognize a repeat visitor and offer the visitor a set of content targeted based on a previous visit. We use session cookies to track a visitor's path through our site during a visit, to help us understand how people use our site and interact with us in order for us to continually improve our visitor experience.

How we use the information we collect

We use the information we collect for things like:

- Fulfilling requests for services or information
- Marketing and advertising products and services
- Conducting research and analysis
- Communicating things like special events and surveys
- Establishing and managing your account with us
- Identifying you on our websites and tailoring advertisements and offers to you (both on our websites and on other websites) based on your interactions with us in person and online
- Operating, evaluating and improving our business and website

Data retention

We will retain your information for as long as your account is active or as needed to provide you services, comply with our legal obligations, resolve disputes, and enforce our agreements.

Except for authorized law enforcement investigations or other valid legal processes, we will not share any personally identifiable information we receive from you with any parties outside of Rochester Diesel, Inc..

We may share some information to third parties

We may share your personally identifiable information with third parties who we have engaged to help us provide you services. In each case, we will ensure that these third

parties have agreed not to use or disclose your personal information except to help us provide the services.

Except as noted above for newsletters and surveys, Rochester Diesel, Inc. does not provide any third party access to your IP address and email address.

We may provide third parties with aggregate statistics about our visitors, traffic and related site information. This data reflects site-usage patterns gathered during visits to our website each month, but they do not contain behavioral or identifying information about any individual member unless that member has given us permission to share that information.

To help us determine the effectiveness of Rochester Diesel, Inc. advertising, we work with Web analytics tools hosted by third parties who receive non-identifiable information from your browser, including but not limited to the site or the advertisement you came from, your IP address, your general geographic location, your browser and platform information, and the pages you view within our site.

Ads by Google

Note that Google, as a third party vendor, uses cookies to serve ads on our site. Google's use of the DART cookie enables it to serve ads to our site users based on their visit to our site and other sites on the Internet. No personally identifiable information is collected as part of Google's process. Users may opt out of the use of this DART cookie by visiting Google's [privacy document](#).

If you would like more information about these practices and to know your choices about not having this information used by these companies, visit the Network Advertising Initiative. Some ad servers allow you to opt out of anonymous data collection through the use of cookies. To do so, you must opt out of such data collection with each individual site. You can opt out of cookies for several ad servers by visiting the [Network Advertising Initiative](#) gateway opt-out site. At that site you can also review the privacy policies of those ad servers.

Protecting your privacy

Whether you are visiting the Rochester Diesel, Inc. site or working with one of our team members, we use reasonable security measures to protect the confidentiality of personal information under our control and appropriately limit access to it. Rochester Diesel, Inc. cannot ensure or warrant the security of any information you transmit to us, and you do so at your own risk. We have taken reasonable steps to ensure the integrity and confidentiality of the personal information that you may provide. You should understand, however, that electronic transmissions via the Internet are not necessarily secure from interception, and so we cannot 100% guarantee the security or confidentiality of such transmissions.

If you reached this site via an ad from Rochester Diesel, Inc.

If you come to a Rochester Diesel, Inc. website via a Rochester Diesel, Inc. advertisement, the ad may have been served to you based on your interests or selected for you based on your browsing activities.

Protecting children's privacy

We are committed to protecting children's privacy on the Internet, and we do not knowingly collect any personal information from children.

Links to other websites

Our websites link to client websites, many of which have their own privacy policies. Be sure to review the privacy policy on the site you're visiting.

Privacy policy updates

We may need to update our privacy policy as technology changes and Rochester Diesel, Inc. evolves. If we make significant changes to this privacy policy, we'll update it here.

Contact information

Rochester Diesel, Inc.

6430 Highway 63 S, Rochester, MN 55904

This policy was last updated in March 2016.