

Customer Service Policy

Welcome

Thank you for visiting our store.

Contacting the Customer Service Department

You can reach our customer service department by e-mail, telephone or regular mail. Our representatives are available to answer your phone calls during normal business hours. Please have your order confirmation number ready to assist us in serving you.

E-Mail Address: cab99@cattransit.com
Phone: (717) 238-8304
Mailing Address: Capital Area Transit
P.O. Box 1571
Harrisburg, PA 17105

Paying with Credit Card

We accept credit card payment for online orders.

Please provide the “bill to” address exactly as it appears on your credit card billing statement. During our online real time authorization process we will validate that the “Bill to” information you provided matches the information on file with your credit card issuing company. The processing of your order may be delayed if we cannot verify the “Bill to” information or the information does not match the address information on file.

Your credit card will not be charged until we provide the goods or services you ordered.

We accept the following credit cards:
Visa and MasterCard

The merchant name that will appear on your credit card statement is:
Capital Area Transit

Processing an Order

Orders received on a weekday will be processed the next business workday. Orders received on weekends and holidays will be processed on the next business day.

All orders are shipped from:
Capital Area Transit
P.O. Box 1571
Harrisburg, PA 17105

How to Change Your Order

We process your orders very quickly. If you find that you have made an error in your order, please notify us immediately by e-mailing us at the following e-mail address. If your order has

not yet been processed, we may be able to correct it. However if the merchandise has already been shipped, we will be unable to modify any portion of your order.

Customer Service Email Address: info@cattransit.com

Returns and Exchanges

If you have received incorrectly shipped merchandise contact our customer service department immediately. All returns should be shipped to the return center address below. No COD returns will be accepted.

Return Policy

All returns should be sent to the following address:

Capital Area Transit
P.O. Box 1571
Harrisburg, PA 17105