



inTank you for using inTank for your filtration needs. Please read over this ordering guide before sending an email or contact us. It will help you with common questions about ordering, shipping, tracking and status.

Setting up and account: This is recommended to check the status of your order. It is easy to set up and inTank does not share your information with anyone or send spam emails. We hate them and protect your account. If you do not set up an account you can't check back in on your status, it also makes it easy for repeat customers to check out quickly.

Confirmation E-Mails:

A confirmation email will be sent to the address you provide inTank during the checkout process. You will receive one confirming your order and one letting you know when the item has shipped. This shipping confirmation email will include a tracking number, please look to the right of the product to find this number. If you feel you have not received an e-mail please check your spam folder or log into the email address you ordered with. These emails are sent *automatically* when tracking information is entered; if one is not sent out then your order has not yet shipped. Do not worry that it is lost; it may be on back-order. Please see information later in this guide pertaining to inventory.

Tracking Information: Use this general guide to see what service your package has shipped with.

Starting with:

- 1Z568R... = UPS visit www.UPS.com
- 9101... or similar = USPS visit www.usps.com
- CJ/ CQ or similar = USPS visit www.usps.com this is an international order. UK customers can also visit and use this tracking number with : www.parcelforce.com

Products that inTank sells:

We sell what you can see and make it easy to find what you are looking for. Just shop by your tank or product type. If the product is not listed on our site then we do not produce or sell it. inTank is a growing company and is still introducing new products all the time. Because of explosive demand in this hobby we are working our best to release new items and still keep up with inventory and lightning fast shipping.



Back-order:

Please check the stock of your item. You can do this by visiting the individual page that is sold on and looking under the picture. If you are looking at a bundle or package deal please look at each item. Your order is very important and we do not lose them. Please understand that back-ordered items will not ship the day after an order is received. Typical back-order is 1-2 weeks. Some high demand products are built as fast as orders come in. They may ship the day after an order is received but inventory does not have a time to update on the site. inTank produces original products that are not found anywhere else. We will work hard to insure fast delivery on every order.

Product installation/direction:

Please visit www.mediabaskets.com and click the direction/video tab. There you will find direction sheets and videos. You should also look at the product page on www.shop.mediabaskets.com for direction, guidance and tips. Please read the entire product description and information before sending an email to inTank.

International Shipping:

inTank employees The United States Postal Service to ship worldwide. After a package leaves and you receive tracking information and the order will arrive in 4-10 business days depending on location. inTank's global average is 6 business days and transit times depend on your local postal service. Packages leave the USA one day after shipped from Chicago O'Hare airport. If you would like to use UPS instead of USPS please contact us and we would be happy to quote you a price.

Online Forum Contact:

If you have a question about any order please send an email directly. Please do not send a personal message on a forum to inTank or it's members.

Contacting inTank about an order:

If you feel the need to contact us please provide as much detail as possible. Please use the name on the order and if you can include the order number. You do not need all the 0's they are silly right?!

Packing/Void fill:

inTank employees the most advanced void fill materials on the market. We use box(s) in a box technique. To cushion the items we make our own air packaging material. It is superior way of shipping that encases your order in a bubble of air. It also keeps weight to a minimum saving you money on shipping charges. Every order receives this high-end treatment.

