

# Nobles Online Buying

## Frequently Asked Questions



### *What products and services can I buy online?*

Nobles now has over 1,500 commonly stocked, standalone products with live pricing and availability on our web catalogue for immediate online purchase and delivery anywhere within Australia. We are currently **offering a 10% discount\* from our normal trade pricing** for online orders for a limited time.

You will still need to contact Nobles customer service team or your account manager directly to purchase any chain or wire rope assemblies, special made-to-order products or for any services or hire products and for any export orders.

*\*Valid for one-off cash product purchases until 30 April 2018. Customer must register and pay by credit card online. Not valid using Nobles customer credit accounts/contract pricing or with any other promotional offer.*

### *How do I find what I want to buy?*

To browse our product range please use the PRODUCT CATALOGUE menu item and click on your category of interest. You can then drill down to your product of interest until you get the product listing page with product specifications, pricing and availability.

Alternatively, you can type the 5 digit Nobles product item number (if you know it) or a product description (eg. "Bow Shackle") into the search box and click on your product of interest below the box when it appears to go straight to the product listing page from there.

### *How do I place an order?*

Once on the product listing page if the product is in-stock and priced you can enter the quantity you wish to purchase in the box on the same row as the product specification you want to purchase. Then just hit the "Add to Cart" button – you are only able to order as many units as are in stock. After that you can add other items to the Cart in the same manner and click on the "Cart icon" in the top left to review, confirm and "Checkout" your order to be delivered to your specified delivery address.

Note, if the product spec you want is a "Special Order", Price on Application ("POA") or we need to "Order In", you can hit the "Product Enquiry" button on that row to send an email to our customer service team so that they can follow up on specification, price and/or availability for you.

### *How do I pay for the order?*

Nobles uses PayPal for secure online credit card payments. You do not have to have a PayPal account. You can transact as a guest using any Visa, Mastercard or AMEX card.

Note, at present the PayPal credit card portal is the only form of payment available for online orders – Nobles plan to add additional account ordering and payment options in the near future.

### *How much does delivery cost and how long will it take?*

In-stock items are dispatched from our national distribution centre the next working day after you place your order online and shipped by "AirRoad" domestic road/rail freight to your specified address.

Shipping and handling charges are calculated based on weight and distance. Minimum charges are \$20 for major Metro locations, \$40 for Regional locations and \$60 for Rural/Remote locations – these will increase for larger, heavier orders and the amount payable is shown in the Cart total order summary.

When you complete your order payment you will receive an automatically emailed order confirmation and the average order shipment times from confirmation are:

- Major Metropolitan Centres (incl. Adl, Per, Bris, Syd, Mel): 3-5 work days to delivery
- Regional Australia & Other Capital Cities (incl. Can, Hob, Dar): 4-7 work days to delivery
- Rural & Remote Locations: 6-10 work days to delivery

Note, at present "AirRoad" shipment is the only form of delivery available for online orders - Nobles plan to offer additional product delivery/collection options in the near future.

### *How do I track my order/delivery?*

When your order is despatched, you will receive a Nobles Delivery Note via email, usually the next day. If you do not get this within 2 work days please call Nobles customer service. AirRoad is passed your contact details and will call you if they have any delivery difficulties/delays. Note, we plan to offer online delivery tracking in future.