



NOBLES
YOUR TRUSTED LIFTING
& RIGGING SPECIALISTS

NOBLES CUSTOMER PROMISE

As Australia's leading lifting & rigging equipment, service and engineering supplier this is what we promise to our trade and corporate account customers.



PRODUCT QUALITY & PERFORMANCE

- Source the broadest range of the world's best lifting & rigging brands as well as high quality "value" products.
- Comply with relevant Australian Standards and undertake rigorous product type-testing to ensure stated specifications are always met.
- Manufacture your assembly or custom lifting equipment using ISO 9001 quality systems with mandatory proof loading via NATA certified testing processes.



PRODUCT DELIVERY

- Despatch any standalone in-stock item the next working day when you order by 5pm.
- Despatch any standard manufactured item within 3 working days.*
- Offer shipping via our appointed carrier or collection from our state warehouse at an agreed time.



SALES & CUSTOMER SERVICE

- Ensure our local sales and customer service teams respond to your enquiries within 24 hours, or the next working day.
- Provide you with same day quotes when you contact Nobles customer service before 12 noon for standard products and manufactured items.*



ENGINEERING & TECHNICAL SERVICES

- Respond to your enquiry within 48 hours in full and/or let you know when we will fully answer your more complex, technical request.
- Aim to scope and quote your engineering and non-destructive testing/wire rope service enquiries within 5 business days.#
- Aim to quote and schedule equipment inspections and service bookings within 24 hours of your initial enquiry.#
- Aim to quote and schedule crane services and lifting gear repair work within 3 working days.#
- Arrive for your scheduled technical services and inspections with the proper accreditations to complete the work at the agreed time and date.
- If we need to reschedule, we will provide as much advance notice as possible and maintain the month/quarter of service to ensure ongoing compliance of your equipment.



VALUE FOR MONEY

- Offer a direct manufacturer sourced, lower cost value range option in most lifting and rigging product categories.
- Regularly benchmark to market and adjust our product pricing and service rates to maintain competitiveness.
- Provide the option to collect products from our production and warehousing centres yourself or using your own carrier, rather than use our chosen carrier.

* Standard products are identified in our online catalog and standard assemblies include chain/wire rope slings or cut wire ropes with terminations produced from in-stock components in our online catalog at www.nobles.com.au. For direct Nobles customer service quote requests/orders made via 1300 711 559 or emailed with sales@nobles.com.au only in the "To:" field.

Depending on the complexity of your enquiry/scope of work and the information you provide.

OUR PROMISE GUARANTEE

If you have a trade/corporate account with Nobles and feel we have not kept our promise, email promise@nobles.com.au. We guarantee to investigate your complaint and respond with our proposed resolution within 2 working days. This may include a discount or credit on future orders in proportion to the order size and nature of any missed promise.