



**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 the Nobles Best Value Guarantee for standard stocked products and manufactured item quotes – beating any equivalent competitor quoted product price by 5%.†
- Provide a 10% discount on our standard list trade pricing when you purchase products online.†

\* 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](http://www.nobles.com.au). For direct Nobles customer service quote requests/orders made via 1300 711 559 or emailed with [sales@nobles.com.au](mailto:sales@nobles.com.au) only in the "To:" field.

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

† Conditions apply as stated on all applicable written quotes and the Nobles website [www.nobles.com.au](http://www.nobles.com.au).

## 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](mailto: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.