



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 you, our customer.



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 10%.^
- 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. 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.

^ Conditions apply as stated on all applicable written quotes and the Nobles website www.nobles.com.au.

Our Promise Guarantee

If you feel we have not kept our promise, call 1300 711 559 or 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 credit on future orders in proportion to the order size and nature of any broken promise.