

Order Processing

Timing and Reporting Guarantee

From Stock

No Work Required

Dispatched by PCS Freight Account

- If order is submitted before 12.00 noon – goods will be shipped out that day
- All orders submitted after 12.00 noon will be dispatched same day only by arrangement. Note: they may go same day if dispatch load permits.

Customer Pick Up or Customer Freight Account – allow 3 hours prior to booking freight deadline.

Work Required

- Special Scales – allow 1-2 days
- 3-pin plugs attached – allow 1 day
- Configuring Simex or other programming of electronic equipment – allow 1-2 days
- Project work – by mutual arrangement/quotation – typically allow 2-3 weeks

Indent Orders - Turn around of Orders

Local Supply

- am received -> same day for PCS freight account
-> next day for customer freight account or pick up
- pm received -> next day

International Supply

- am received -> next day
- pm received -> following day eg Tecfluid, Meister, FLS arrive Tuesday am dispatched Wednesday, arrive Tuesday pm dispatched Thursday

Fault Reporting

In the case there is a problem to meet the above deadlines; customer service will notify the applicable salesperson by 1.00pm.