

Q. About Online Ordering

A. Polymaster has provided an online ordering option for distributors. Distributors will receive their correct pricing. Payment is not required to order online, it is just another ordering method along with over the phone, emailing or faxing to help make our distributors life easier.

Q. What are the benefits?

- Order online anytime
- See past online orders
 - Add items to a 'wish list'
 - View items in available colours

Q. Who has an online - login?

A. Every distributor who we have an email address for, has an account. One email address is used for each store.

Q. Are all products online?

A. No. Only a selection of products are online, I will provide a list. We will add products over time.

Q. What happens once they complete their order online?

A. Polymaster and the distributors are sent an email of the sales order. Then Polymaster processes an invoice as per normal. Ordering online is just another way distributors can order from us. Any pricing adjustments, additional freight etc. will be added. Any payment before despatch conditions will still apply.

Q. What happens if there is an error in pricing?

A. We have a disclaimer at the bottom of the Sales Order specifying that we can change pricing on the invoice if necessary. Every effort will be made to ensure pricing is upto-date.

Q. What if there's no price on an item?

A. This product hasn't been set up for online ordering. It can be ordered by any other method.

Q. Can a store dodge payment before despatch and other conditions by ordering online?

A. No, as every sales order is processed as per usual, every condition still applies.