

ONLINE PARTS ORDERING



Your guide to our express delivery online parts ordering service.

If you require a part.

Inside every box are clear instructions on how to order any missing or damaged parts.

This can be done by using our online parts ordering website or our UK helpline number.

Online parts ordering, how it works.

To use the parts website, you or your customer can log in to our website at **www.coreproducts.co.uk/parts**

Enter your Core Products account code, delivery note number and order dispatch date. This information is supplied on the dispatch note attached to the delivery.

You will then see only the items of stock that were dispatched on the specific consignment delivery so there is no confusion in finding the correct product stock codes.

Select the relevant stock item and complete the part details that are required. We only need the part number from the instruction leaflet supplied with the product, state the reason why the part is required, batch number from the outside of the box or instruction leaflet and quantity of parts needed, then complete the order.

The original delivery address will automatically be filled in so all you need to do is checkout once you have confirmed the order is correct.

How quickly will my parts request be dispatched?

Using the parts website is by far the QUICKEST and easiest way to order parts.

If you or your customer request parts with us online before 11am any day (Mon-Fri) we aim to dispatch the order the same day for delivery where possible the next working day.

Please allow a 3 additional working days if ordering parts by email, fax or telephone.

Can anyone access this website?

Only you or your customers can gain access to our parts website as you do require correct login information taken from the delivery note which is unique to that consignment delivery.

The Core Products parts service utilises a separate website to ensure only authorised trade customers can access our main TRADE ONLY website.

For express delivery of parts always use www.coreproducts.co.uk/parts