

# Frequently Asked Questions



## 1. Will there be any process changes for Rexel Industrial Automation customers prior to 30th April 2018?

Rexel Industrial Automation will continue to operate until the end of April 2018. The following FAQs will help to answer many of your questions and additional information will be made available in the coming weeks.

## 2. Who will be my Sales Team – I have a Rexel Industrial Automation Rep and an NHP Rep? Who should I contact for sales related questions?

From 30th April 2018, the Rexel Industrial Automation Sales Team will be joining the NHP Sales Team, so you can expect to deal with people you are familiar with, along with additional support from the experienced NHP Sales Team. Remember, you can always call 1300 NHP NHP.

## 3. I already have an NHP account, can I use this to purchase Rockwell Automation and other products that I currently purchase from Rexel Industrial Automation?

From 30th April 2018, you will be able to purchase Rockwell Automation products from NHP using your existing NHP account. In addition, you will also be able to purchase a range of complementary products from the entire NHP product range.

## 4. What do I need to do to get an account with NHP?

Simply **click here** or enter the following link into a web browser to start the account application process. Please note that you will be able to review the account terms and conditions as part of the online account application.

<https://nhp.applyeasy.com.au/creditapplication>

## 5. Can I still purchase products and services from Rexel Industrial Automation?

From 30th April 2018, Rexel Industrial Automation will no longer trade and you can purchase from NHP's extensive range of products and services. Please call NHP on 1300 NHP NHP with your specific requirements.

## 6. Will the entire range of Rockwell Automation products I purchase today be available from NHP?

Yes, plus some! In addition to the range held by Rexel Industrial Automation, NHP holds around 1,000 more Rockwell Automation items in stock.

## 7. I had a special pricing agreement with Rexel Industrial Automation, will that agreement be honoured by NHP?

The NHP Sales Team will be in contact with you to review special pricing agreements.

## 8. I've quoted projects based on pricing and from Rexel Industrial Automation. What will happen to my open quotes after 30th April 2018?

The NHP Sales Team will be in contact with you to discuss pricing.

## 9. Who do I call regarding account queries?

As of 30th April 2018, NSW Customers call (03) 9420 4689, QLD Customers call (03) 9420 4694

## 10. Who do I contact for customer service inquiries?

The existing Rexel Industrial Automation customer service phone numbers and emails will continue to operate as usual until 27th April 2018. From 30th April 2018, simply call NHP on 1300 NHP NHP where our combined team of Rexel Industrial Automation and NHP Customer Service staff will assist you.

The Rexel Industrial Automation phones and emails will also automatically divert to NHP from 30th April 2018.

## 11. Who do I contact for Technical Support?

For Rockwell Automation products, you can continue to contact Rockwell Technical Support using your TechConnect contract. From 30th April 2018, you can also contact NHP via the phone number and email address below for sales and technical inquiries:

Phone: 1300 NHP NHP

Email: [nhpsales@nhp.com.au](mailto:nhpsales@nhp.com.au)



**Authorised  
Distributor**

NHP Electrical  
Engineering Products  
ABN 84 004 304 812



AUS 1300 NHP NHP  
NZ 0800 NHP NHP

[nhp.com.au](http://nhp.com.au)  
[nhp-nz.com](http://nhp-nz.com)

## 12. Can I use the NHP phone and email addresses?

Yes, from the 30th April 2018, you can use the NHP phone and email addresses as detailed below:

Phone: 1300 NHP NHP

Sales orders and general inquiries: [nhpsales@nhp.com.au](mailto:nhpsales@nhp.com.au)

Returns: [nhpreturns@nhp.com.au](mailto:nhpreturns@nhp.com.au)

Website: [www.nhp.com.au](http://www.nhp.com.au)

## 13. Where do I email my orders?

Continue to send your orders to Rexel Industrial Automation until 27th April 2018. From 30th April 2018, you can send your orders to [nhpsales@nhp.com.au](mailto:nhpsales@nhp.com.au).

Any orders received by Rexel Industrial Automation after the 30th April 2018 will be forwarded to NHP, so your orders won't get missed. If you have any questions call 1300 NHP NHP.

## 14. What is the last date that Rexel Industrial Automation will process my order and what will happen to open orders I have with Rexel Industrial Automation?

The Rexel Industrial Automation team will continue to handle your orders until 27th April 2018. Orders placed prior to 30th April 2018 that are still open will be handed over to NHP to manage. NHP will contact you directly to ensure your outstanding orders are fulfilled.

Remember that from 30th April 2018, send your orders to [nhpsales@nhp.com.au](mailto:nhpsales@nhp.com.au)

## 15. What is the cut off time for orders so that they will be dispatched on the same day when stock is available?

Orders received by NHP by 1pm will be keyed, picked and dispatched on the same day when stock is available. Your transit time will vary depending on your location and which warehouse the stock is coming from. NHP holds stock in many warehouses in NSW and QLD, enabling next day road freight deliveries to most locations.

## 16. I have a current Rockwell Service Agreement such as a TechConnect, Parts Management Agreement (PMA), Extended Warranty or Field Service Agreement. Will there be any changes to my contract?

All existing TechConnect contracts will be honoured and you can continue to access the Rockwell Technical Support system in the same way you do today. NHP and Rockwell Automation will work with you as your contract comes up for renewal to ensure these support contracts continue to meet your needs.

## 17. I have purchased a Rockwell ToolKit, will there be any changes to my current ToolKit?

All existing Toolkit contracts will be honoured and you can continue to access the Rockwell Technical Support system in the same way you do today. Toolkit contract renewals from 30th April 2018 onwards will be handled by NHP.

## 18. Where will the stock be located?

Whilst our main stock holding is in our National Manufacturing and Distribution Centre in Melbourne, we also hold stock in numerous warehouses throughout Australia and New Zealand. We have warehouses located in the regions that are currently serviced by Rexel Industrial Automation including Sydney, Newcastle, Brisbane and Toowoomba.

## 19. Who will be delivering our orders?

NHP has national partnerships with well known and successful carriers. In addition, local branches have long term relationships with highly regarded local couriers. Our national airfreight partner is Toll Priority, road freight carrier for cartons is Toll Ipec, and our pallet carrier is Mainfreight.

## 20. Who do I contact for returns, warranty claims or faulty goods?

Continue to direct all product returns to Rexel Industrial Automation until 27th April 2018. From 30th April 2018, you can send your return requests to NHP at [nhpreturns@nhp.com.au](mailto:nhpreturns@nhp.com.au). If you have any questions call 1300 NHP NHP.