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Friday, 05 August 2011

**Sparex Australia Customers – Kind attention of the Dealer Principle and Parts Manager**

Dear Sparex Customer,

Sparex Australia has made many progressive changes to our business; all of which are geared towards adding value to the relationships with our valued clients. We would like to take this opportunity to update you on developments and trust that they will meet with your approval.

The Sparex trading website has been a key feature of our business since its inception some years ago and it follows that we are extremely pleased to announce the release of the new and improved version.

Our Version 2 site is released and operational and there is nothing to do on your part other than simply logging on and enjoying the new features and benefits.

You can access the new site here: [www.sparex.com](http://www.sparex.com) and log in using your existing details.

Within the new site we have endeavoured to retain all the best features and introduce only valuable upgrades. The result of which we are sure you will enjoy, remember the Sparex Version 2 website offers you:

1. Online, anywhere, anytime access to over 25,000 products and comprehensive catalogues.
2. New and advanced product Search and View features with improved Alternative and Related items.
3. Add Items to Favourites and make your own Online Notes.
4. Stock Check and Visibility into each Australian and UK Warehouse.
5. Up to date Trade and Retail pricing and the ability to switch between them.
6. Full online ordering with instant order confirmation to any email address(es).
7. Online access to all New Products, Promotions and Sparex News.
8. User specific Preferences and Features;
  - a. Download your own price list
  - b. Adjust the Recommended Retail Price displayed
  - c. Upload orders from your ERP system
  - d. Upload your Business Profile

All these feature and more – be sure to log on!

To help familiarise you with the new site you can download some simple user notes here:

**User Notes.**

To support the release of Version 2 we have made some changes to our Freight and Delivery Policy. You can download our new policy here **Delivery Notes**.

Essentially there are three major changes:

1. We are pleased to offer our customers a Free into Store (FIS) service for ALL orders over AUD\$ 500 nett and excluding GST.
2. All orders under the FIS threshold will incur only a single freight charge from your local warehouse.
3. We have introduced an extremely competitive weekly Air Freight Service free of charge for the first 5 Kgs.

Please refer to the Delivery Notes for details.

It is important to note too that the RRP displayed on the Version 2 Website is now exclusive of GST and it is for this reason we ask you to download our revised Terms and Conditions of Trade for your records here **Terms & Conditions**.

The other significant changes we have made have been to our Internal and External Sales teams. In order to provide our Customers nationwide with an exemplary level of customer service we have re-organised, strengthened and will continue to strengthen this area.

Going forward all customer calls into Sparex will be routed through our central customer service team and to help support this we have revised some of our contact details.

With immediate effect and from all States throughout Australia you can now reach us on:

Phone: 1300 710 710  
Freefax: 1800 772 739 (1800 SPAREX)  
Email: [sales@sparex.com.au](mailto:sales@sparex.com.au)

Within the Customer Services team there is a significant level of knowledge and experience to meet your needs professionally and promptly. The team will be doing their best to assist you at all times and can all be reached on the numbers above or directly on the email addresses below.

John Millett	Parts Marketing Manager	<a href="mailto:j.millett@sparex.com.au">j.millett@sparex.com.au</a>
Bruce Enright	Technical Product Manager	<a href="mailto:b.enright@sparex.com.au">b.enright@sparex.com.au</a>
Glenn Tweedly	Senior Customer Services	<a href="mailto:g.tweedly@sparex.com.au">g.tweedly@sparex.com.au</a>
Jason Stewart	Customer Services	<a href="mailto:j.stewart@sparex.com.au">j.stewart@sparex.com.au</a>
Steve Birch	Customer Services	<a href="mailto:s.birch@sparex.com.au">s.birch@sparex.com.au</a>

In addition, should you need any assistance with the website, from minor issues like misplaced passwords right through to an advanced tutorial session please contact the Customer Services team or Website Administrator by email at [website@sparex.com.au](mailto:website@sparex.com.au)

Finally, we are extremely pleased to tell you that having made some developments to our External Sales team, we are in an improved position to better service you externally too.

Two newly appointed Area Sales Managers have joined Sparex and our existing ASM team. Effectively we now have coverage in each state and it is a pleasure to introduce to you:

Bruce Kiley	ASM for VIC, SA, TAS & NT	0448 772 739	<a href="mailto:b.kiley@sparex.com.au">b.kiley@sparex.com.au</a>
Nicholas Noorman	ASM for QLD	0408 759 325	<a href="mailto:n.noorman@sparex.com.au">n.noorman@sparex.com.au</a>
Brett Wheeler	ASM for NSW	0408 158 794	<a href="mailto:b.wheeler@sparex.com.au">b.wheeler@sparex.com.au</a>
Ray Harding	ASM for WA	0429 984 429	<a href="mailto:r.harding@sparex.com.au">r.harding@sparex.com.au</a>

Our ASM team will be working hard to ensure we are servicing your needs as well as ensuring that all customers are benefiting from our full product and service offer. Please do not hesitate to contact your ASM on the details above at any time.

With more than half the year gone and the season fast approaching it remains for us to thank you for your support to date and wish you every success through the remainder of the year.

Having informed you sufficiently, we assure you of our best attention at all times.

Sincerely,



James Haarhoff  
Managing Director

03 5366 0108 (Direct Line)  
[j.haarhoff@sparex.com.au](mailto:j.haarhoff@sparex.com.au)