

Please see below for a list of answers to some FAQs.

If you cannot find the answer you are looking for below, or you need any other assistance with Online Parts, please contact your SMT customer support representative or email us at onlinepartsgb@smtgb.co.uk

ACCOUNT SET UP

How do I request access to the Online Parts tool?

To request an online parts account please complete the online **Request Online Parts Account** form [here](#). Please note that you will need an existing SMT credit account to complete the request.

What happens if I don't have a credit account set up with SMT GB already?

If you don't already have a credit account, please make an application for a trade and credit account, which you can do [here](#) or contact your SMT customer support representative who will be able to assist you.

Can I use a credit card instead to make purchases?

Unfortunately, we do not accept credit card payments at the moment.

What happens once I have complete the online request for access to Online Parts?

Once we have received your application we will process your request and subject to approval you will receive an email with a link to complete your application. Once this has been done you will be set up as the primary user for your account.

I made the initial application for an account but I no longer want to be the Primary User. What should I do?

Once you have received the link to complete your application you should forward this email onto the correct person within your business who needs to be assigned as the Primary User. Once they click on the link to complete the application process they will replace you as the Primary User.

Can we have more than one user on our account?

Once we have set up the Primary User they can then add additional users to their account. Please note that the decision of who has access is the responsibility of the Primary User and that SMT do not have access to this information and cannot be held accountable for the management and control of any such additional users created by the Primary User.

Can I restrict what additional users on my account can do?

If you would like to set up additional users on your account but wish to restrict how much they can spend then you can use our Approval Tree functionality which allows you to pre-set restrictions at a user level. Please log int to your account and then go to "Customer Services" - "Approval Tree" to view and adjust user settings. Please note, this can only be done by the Primary User on the account.

I have already been set up with an Online Parts account but have forgotten my password.

If you have forgotten your password, please use the Forgot Password link on the Online Parts login page and a new one will be sent to you.

PLACING AN ORDER

How do I find a part if I don't already know the reference number?

Our Online Parts tool gives you access to our full parts catalogues through our online parts books. If you don't know the number or description of the part you require, therefore, you can search for it by selecting the appropriate model from the list and search using the machine diagrams.

I already know the part number I need - can I place an order quickly with this?

Yes - If you already know the part number of the item you need to order you can enter this directly using our Quick Order functionality

What payment options do you accept?

We currently require you to make all purchases using a pre-agreed credit account. Please click [here](#) to Request A Trade Credit Account.

What does a "Backorder" mean?

If a part is not immediately available from our SMT warehouse in Duxford your parts request status will be shown as a "Backorder". This means that we may need to locate the part from one of our other locations or from the central Volvo parts warehouse in Ghent and it may therefore take slightly longer to deliver. If you have an urgent parts requirement we would always recommend that you call the parts counter at your local depot for assistance.

What does the part's status mean?

When you search for a part it may show one of the following status types:

Available: Part is in stock now at our Duxford warehouse

Available, not on shelf: Part is usually stocked by us but currently needs to be ordered in from the central warehouse. Delivery may take slightly longer than usual.

Not Stocked: We do not stock this item at all and cannot order it in.

RFQ: You may request the part by placing an order online however, one of our team will contact you to confirm availability and price before it is despatched.

On demand: The part is not available to order online. Please contact the Parts Counter at your local depot instead.

Can I cancel or change my order online once it has been placed?

Unfortunately, our website does not currently allow you to change or cancel anything yourself once an order has been placed however, you can return parts to any of our depots or via courier / post. All returns are subject to our standard terms and conditions.

DELIVERY AND RETURNS INFORMATION

What are my delivery options?

When using our Online Parts as of the start of 2021 all deliveries are now free regardless of weight, size and delivery location (Mainland UK only). We hope you appreciate the change and take full advantage of this offering in your future parts purchases.

What are your standard delivery times?

Standard delivery times are as follows:

Monday - Thursday (excluding Bank Holidays and subject to stock availability)

All orders placed before 4pm will usually be delivered the next working day. Orders placed after 4pm will usually be delivered within 2 working days.

Friday (excluding Bank Holidays and subject to stock availability)

All orders placed before 4pm will usually be delivered the following Monday. Orders placed after 4pm will usually be delivered the following Tuesday.

What if the delivery address that I want to use is not shown in my account online?

If the delivery address that you would like to use doesn't appear in your pre-filled options list, you can enter it yourself manually. Please note that you will need to do this each time you use this unless you notify us that you want this address setting up as a permanent option. All pre-filled address options in the Online Parts tool are populated from your customer account details held centrally by SMT GB.

How do I track the status of my order?

You will automatically be sent an email confirming that your order has been received and then another one when the goods have been despatched from our warehouse. For any additional status information please login to your account and go to the orders section.

WARRANTY AND RETURNS

Can I return parts that I have bought online?

Any parts bought online can be returned subject to our [Standard Terms & Conditions Of Sale](#).

What is the warranty for parts that I have bought online?

All parts ordered benefit from a twenty-four (24) months or 6,000 hours warranty (whichever occurs first) as per our [Standard Terms & Conditions Of Sale](#).

HELP!

Can't find the answers you're looking for in this document? Don't worry our team is always on hand to help!

Contact us:

onlinepartsgb@smtgb.co.uk

Or contact your local customer support representative for assistance.