

Freudenberg Sealing Technologies Australia E-Commerce Guide

BENEFITS FOR THE CUSTOMER

With the E-Commerce opportunities on australiashop.fst.com we want to offer you easy access to our sealing solutions. This document provides you with basic information on how to use our platform as well as a guide to accessing our range of features available.

Extensive range of online products

- Search through thousands of products online

Use on any device

- Desktop, Laptop or Mobile

Detailed search capability

- Use our selective search tool to find seal products quickly and easily
- search by size and profile, search by part numbers as well as alternate part numbers, search by market segment

Customized pricing

- Browse and order with your own custom pricing

Stock availability

- See stock availability nationwide

Manage your own account

- Check account balances, issue statements, and make payments to your account online
- Change password, order history, and user maintenance

Customisable order templates

- Save your most common orders as templates to reuse with return orders

Secure payment gateway through eWAY

- We use eWAY for payment transactions. It is a Tier 1 payment system that meets the same security criteria as that of the largest banks

128 bit encryption

- We provide a securely encrypted environment for your personal details and transaction information

Credit card security

- We do not store credit card details – these are handled securely by eWAY's payment gateway service.

You can request training on the website through our sales reps. They will be happy to assist you in making the most of using our website. For additional training, feel free to contact our customer service team on 131858.

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