

CLO: Commercial Logistics Offer

For our Australia Wholesaler Partners

The new Commercial Logistics Offer ensures that you receive reliable information about our delivery conditions.

How to process your orders



Placing your order

You can place your order via mySE, EDI (electronic data interface), email, fax, or by phoning our CCC (Customer Care Centre). Please ensure your order is placed prior to Schneider Electric cut-off times.

For all non-stocked products, the lead time will be indicated on your order confirmation.



Receiving your delivery

Transportation is organised by Schneider Electric. Your order will be delivered within business hours. We do our best to deliver within indicated time windows, but please note these are an estimate. For more information about time windows, you can contact our CCC.

Upon delivery, we will ask someone to sign the Proof of Delivery. However, our carriers do not perform identity checks. In every shipment, you will find a delivery note and a packing list.



Managing your order

As soon as your order is validated, we will send you an **order confirmation** with details of:

- ☒ purchase order number
- ☒ pricing
- ☒ item number
- ☒ delivery dates
- ☒ quantities

Modification / cancellation of orders* can be done through mySE or by calling CCC, so we can advise if changes are still feasible to meet your requirements.

* This does not apply to Made-to-Order (MTO), Engineered-to-Order (ETO), or orders that have already been processed and dispatched by the warehouse.



Receiving your invoice

Invoicing will be completed the day after dispatch from our Distribution Centre. You can have invoices sent to you by e-mail, EDI, post, or you can download from mySE.

mySE

You can track the status of your order, check delivery dates and retrieve Proof of Delivery (POD) at any time, by connecting to mySE: www.myseau.schneider-electric.com

How we deliver your orders

Pick a speed

You may check the lead times and cut-off times for your postcodes: www.schneider-electric.com.au/myleadtimes

Standard	Express	Pick-up	Emergency
- A competitive lead time for your day-to-day business Free of charge	- A faster delivery for urgent situations A surcharge may apply.	- From your local Clipsal/ Schneider Electric Distribution Centre - A form of ID is required - Limited to 5 lines per order and products stocked in your local Distribution Centre	- The fastest possible delivery, available 24/7, for system outage or safety critical solutions. - Limited to 5 lines per order and products stocked in the country A surcharge will apply, contact CCC for pricing.

Select your delivery options

Partial Delivery*	Complete Order	Staging Order	Alternative Delivery Address	Requested Delivery Date
Each order line is delivered as it becomes available * Default Setting	All order lines are grouped into one delivery	Orders are split into multiple deliveries according to stages you define	- We can deliver your order to an alternate address in Australia A surcharge will apply, starting at \$25.	You can anticipate future needs, by placing your order today and selecting a future delivery date

Returning products

Claims

- In the event of a missing, incorrect or damaged delivery, please contact our CCC within 48 hours, to launch a claim and organize a replacement and/or return as appropriate.
- CCC may request photos to assist in claim processing.

Returns

- Contact our CCC.
- For warranty returns, an order number or invoice is required.
- For commercial returns, products must be unused, in original packaging and in original condition. Not all products can be returned. You can check that products are eligible for returns, by consulting MySE Price and Availability check. You can also find this information in your Order Confirmation.
- More info is available from the returns policy (for Clipsal and Schneider Electric branded products)
https://updates.clipsal.com/downloads/terms/Commercial>ReturnsPolicy_HomeandDistribution.zip

After-sales services

Our service engineers can be on site within 24 hours. On site technical support is free of charge for products under warranty. If the issue is not covered by warranty, then charges will apply for on site technical support. Please note an order number is required before coming to the site.

Contact Customer Care



13 7328 (13SEAU)

CustomerCare.AU@schneider-electric.com



Life Is On

