

Frequently Asked Questions

Q When can I start using my online account?

A You can set up your own 'WebPro Cash Account' online, once you have completed the registration process the account will be available to use immediately.

For 'WebPro Credit Accounts', upon receiving your request you will typically be notified and able to start accessing your account within 24hrs.

To request a 'WebPro Credit Account' please contact your Ockwells Account Manager or use Contact Us to make your request.

Q Can I only access the full SIG range through the portal?

A Currently this portal only gives you access to the Ockwell's range of products, other areas are in development

Q I have terms set up with my local Ockwell's branch, will these be reflected in my online account?

A Yes if you have a WebPro Credit Account - the terms set up with either your local branch or account manager will be reflected when you log into your account.

Q Where will my order come from?

A Your order will be despatched from the nearest Ockwell's branch

Q Will my local branch be able to see any online orders I have placed?

A Yes, any orders placed via the portal will be able to be viewed by our branch teams.

Q Is the returns process different when I order online?

A No the returns and any applicable restocking charges are in line with your current account terms. Just notify us on webinfo@ockwells.com the nature of your return.

Q I don't have a credit account with Ockwells, how do I get one?

A There is an account application form for you to print on the homepage of the website, please complete it and return to webinfo@ockwells.com. The application is dependent on credit checks and references, the team will be in touch throughout the process.

Q What if I see a product that isn't part of my terms?

A You can still add the item to your basket at the advertised price on the site, if you require a quantity break price or wish for the item to be added to your current range then contact the team on websales@ockwells.com, or your account manager and we will be happy to discuss further.

Q Can we add other authorised personnel to order via the portal?

A Yes you will be able to add other members of your team as long as they have their own unique business email address.

Q Can I click and collect

A Of course! When you go through the order process and choose to collect you will be given a choice of one of our branches to collect from.

Q If I have a query with my online order, who do I contact?

A Please contact our web team as they have access to the portal, websales@ockwells.com.

Q When will I expect to see my order?

A Normal delivery is 48hrs, however if anything is going to be longer than this then our customer services will be in touch to discuss further.