

# ABOUT OLCT

A web based importer wholesaler, sourcing quality tools from quality, reputable manufactures worldwide.


- Tools you can trust
- Wholesale pricing
- Dependable support

2010  
OCTOBER


We are owned by 3 technicians, After years of running workshops and fixing cars we discovered that there was a gaping hole in the products and services offered to automotive repairs and enthusiasts **-CUSTOMER SUPPORT- & -REALISTIC PRICING-** with this in mind they set out on a journey that has now become OLCT.

## THE TEAM


### Mick | Tech Support |

 As a highly skilled diagnostic technician (Renault & Peugeot master tech), He is the foundation of our technical understanding and provides the technical advise for product, technical content on our site and to our customers.

### Phil | Operations |

 Phil runs the operations of our business a qualified mechanic & marine engineer, Phil has spent the better part of over 35 years overseeing the repair and maintenance of 1000's of ships in the Asia pacific region and is in expert in streamlining all things from the top to the bottom, Thanks to his cost effective systems we get our quality products and services to you at a price that you need.

### Dayle | Sales & Marketing |

 A fully qualified mechanic (and Lexus / Toyota master tech) with 10 years experience in the production of digital and print media, Dayle produces our Video, Print, Web media and content. He is committed accountable & well respected within the trade.

## THE COMPETITIVE ADVANTAGE OF CUSTOMER SERVICE

Word of mouth is our secret weapon, a large percentage of our business comes through our existing customers. So, of course, we put a lot of time and effort into customer service. We think of every touch point with you our customer as an opportunity shine, keep existing customers happy, and grow new sales. With this philosophy, we have dramatically lowered our marketing costs so we are able to pass these savings on to you. We're using customer service and support as a competitive advantage. Our goal is to be known for having extremely happy customers. That means obsessing over every detail of their experience. We want our customers to be able to order hassle free, expect quality product, professional service, and get all the help they need from our team when they need it. It makes us happier running it, too!

-  **Admin | Katie |**  
Rules the office, keeps us all in check.
-  **Technician | Juan |**  
Over 17 years repairing electronics.
-  **Dispatch | Hayden |**  
Accoutable and dependable.

# UNDER THE BONNET

We run a very low cost business model, sure we could have a flashy building in the inner suburbs that you may visit .. one day and salesman driving around all day burning petrol, however why should you have to pay for that?..... right?. We are here 7 days a week to offer information and advice. If you need any information call us or click the chat button on our website. If a product won't suit your needs we will tell you, We think its better to provide honest informative service rather than have an unhappy customer.



## Dispatch

All goods dispatched are done so with a tracing number done so the same day payment is received 99.9% of the time. We exclusively use Australia Post Express Post, Each invoice from us reflects the shipping tracking URL and tracking ID, We also keep an eye on the shipment to make sure goods are received in the quoted time frame. In general goods are normally received within 1-3 days and can be tracked online at any stage. We have 1 main distribution facility in Brisbane and 2 satellite drop shipping facilities in Sydney and Perth.

WE  
  
AUS

So we run a paper free "Eco Friendly" office. We recycle all of our paper and packaging, Goods are shipped sealed inside bags surrounded by recycled packaging and shredded paper. P. S. Makes sure you open your shipment over the bin.

## PAYMENT

Payments for purchases and services can be made via secure payment gateway E-Way and Westpac. VIA

Web Credit Card  
Phone Credit Card  
Electronic Funds Transfer  
Cheque via post  
PayPal

We use E-Way secure payment facilities for both online and phone credit card payment integrated with Westpac your information is processed via World Secure Systems.

### EFT Payment

Bank : Westpac  
Name : OLCT  
Number : 338907  
BSB : 034189  
Swift Code : WPACAU2S

Credit Card Phone Payment  
Phone Number 1800 021 548  
Biller ID 667980

PayPal ID: paypal@olct.co

## REFUND POLICY

OLCT is committed to providing exceptional customer service and quality products, with our dedication to customer service we hope to ensure that you make the right decision during purchase. We offer refund a full refund less feight and transaction costs on purchase price if returned within 14 days if complete, undamaged and in original packaging