



Welcome to the Howard Instruments online purchasing process.

We list over 12,000 items for your reference, and we may suggest something else if it better suits your needs.

Not everything is in stock and we don't have a fixed shipping calculator.

We check every request individually, so a response is not immediate.

If you are expecting Ebay or Amazon then maybe we are not for you.

Overview

- 1. Register with us**
- 2. Add items to your cart or wish list.**

Search for Item's

Quick Keyword Search

Product Search

Shop with Part Numbers

- 3. Checkout: Request a Quote**
- 4. Receive a Quotation from Us.**

- 5. Payment.**

Online via Paypal

Direct Deposit.

1. Register with us

To create a wish list or purchase online you will need to register your details with us.

Filling out all of your details will speed the purchasing process when you choose to buy.

Please include details that we can use to contact you and deliver to during Business Hours.

Monday-Friday 9am-5pm AEST.

We will not deliver to post office boxes.

We will initially assign you *general access* to our site.

In the event that you become a regular user of our site your access may be upgraded.

Privacy

We take your privacy seriously.

Our Privacy Policy is accessed via a link at the bottom of our homepage.

2. Add items to your cart or wish list.

Item by Item

We have two methods of searching products and information on our website.

A. Quick Search

Our quick search allows you to search for individual keywords both in the product section as well as through the rest of the site.

B. Detailed Product Search

The detailed product search allows you to define your requirements more specifically. The number of matches will be identified as you make your search more specific.

You can search for items individually and add as many items to your cart as you like.

Many items will have related items listed that you can easily add.

Shop with Part Numbers

If you know the part number of an item, you can enter the item number and quantity to your cart without searching each item individually.

3. Checkout: Request a Quote

Send your request to us by pressing “Request a Quote”.

You will receive an immediate email with an overview of your request.

If you do not hear from us or if you wish to add something to your request please contact us by email, phone or fax including the order number you received above.

4. Receive a Quotation from Us.

We will reply to you by email with availability, freight costs and a final price on the items you are interested in.

The quotation will have an 8-digit number at the bottom that will appear on the invoice that accompanies your goods.

5. Payment.

Check to see that all the details of your order are correct.

If there is an error contact us with your order number.

If the details are correct, please proceed to make a payment.

Online via paypal.

We have a secure link to Paypal

Your Quotation email contains a checkout button linking you to our payment portal.

Bank direct deposit.

You may request our bank details by sending us an email to direct deposit funds if you are located in Australia.

Please include your order number in the email.

We will send you our bank details.

Include your order number in your statement text

Send us an email confirming that the transfer has been made.

We will notify you when the funds have been cleared.

Normally this is:

the following business day if the funds are transferred within Australia; or
up to 3 business days if the funds are transferred from outside Australia.