



ENHANCING LIVING SPACES TOGETHER

AN OVERVIEW OF OUR WEBSITE

FINDING YOUR WAY AROUND

RESOURCE DOWNLOADS

Download catalogues, warranty statement, etc
You can also order hard copies of documents here

NEWS PAGE link

ABOUT US PAGE link

VIDEO LIBRARY PAGE link

Product and general clips

ABOUT TANOVA PAGE link

TESTIMONIALS

See what other customers think of us!

BLOG

Informative reads from the Fit team and guest bloggers

CONTACT US PAGE link

SEARCH BAR

Use item codes or product names

DROP DOWN MENU

See next page for more detailed info

NEWS intro

Keeping you up to date with product arrivals, new promos, company news.

Click **READ MORE** to read the full article.

LOG IN/REGISTRATION

Log in to your account if you've already registered, or contact us to set you up so you can see your correct pricing.

SHOWROOMS

Got a showroom with Fit gear in it? Talk to us to get added.

CATEGORY LINKS

Click through to our major categories here, or use the Drop Down Menu

RECENTLY VIEWED ITEMS

For quick reference, shows the most recent items (not categories) you've viewed

EMAIL NEWSLETTER SIGN UPS

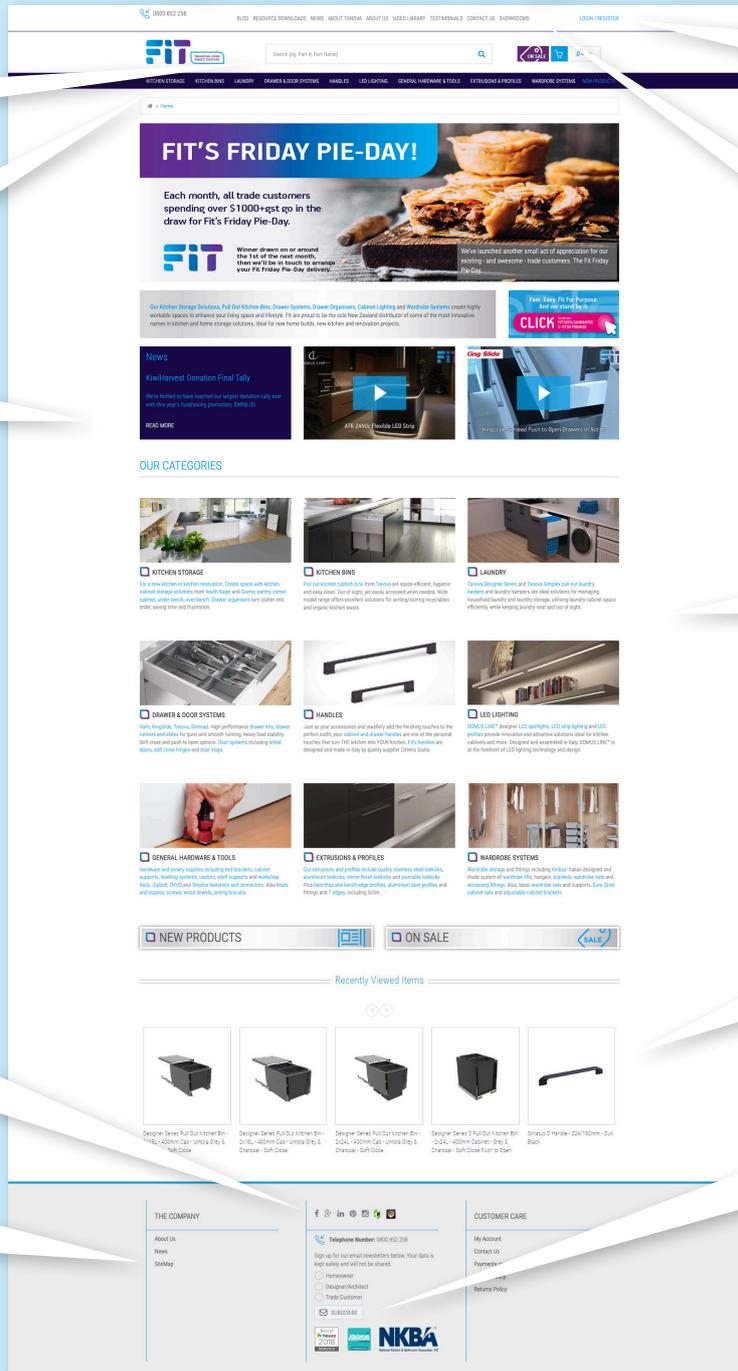
Sign up to receive our trade email newsletter, including new product info, price and promo offers, product changes and deletions. Or our designer/architect e-newsletter, focused on new and popular products.

SOCIAL MEDIA AND PARTNER WEBSITES

Facebook, Google+, LinkedIn, Pinterest, Instagram, Houzz, Archipro

SITE MAP

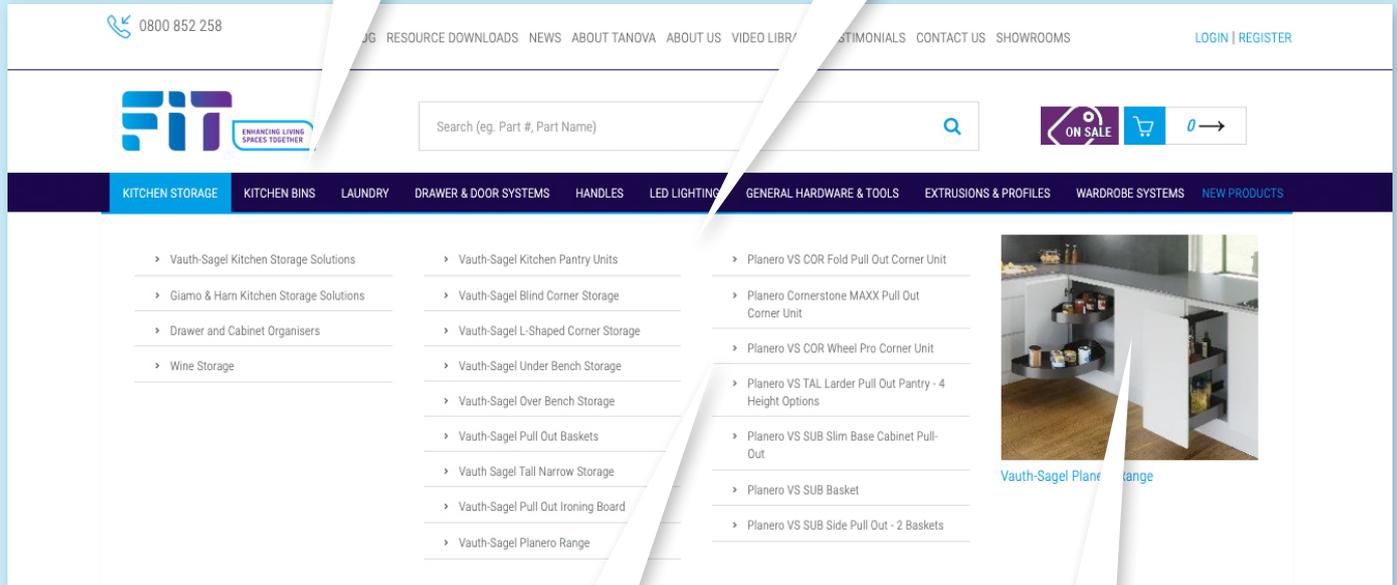
Plus links to NEWS page and ABOUT US page (also clickable in top header)



FASTER NAVIGATION

MAIN CATEGORY shows in blue once you are in it
SECOND TIER CATEGORIES show as you move your cursor along through the categories.
 If you click ... you'll go to that category page

THIRD & FOURTH TIER CATEGORIES are revealed as you hover over the category to the left. Once you get to the category you're after, click to go to that page. You can get to Category pages at any of the 4 category levels.



FOUR CATEGORY TIERS so you can get to where you're going faster

CATEGORY IMAGE
 Image changes to show the category you are hovering over. Just a little aid to let you know if you're heading in the right direction.

BETTER ACCESS TO FIT

We're a small team, and many of our customers are too. That means that sometimes, despite our very best efforts to be available, we're tied up on the phone when you try to get hold of us. And ... Murphy's Law ... you're tied up with a client when we call back. Guess what? We're as keen as you are to minimise telephone tag frustrations!

So ... we've added Live Chat to our website. Live Chat is a whizzy tool that enables you to contact us quickly and easily.

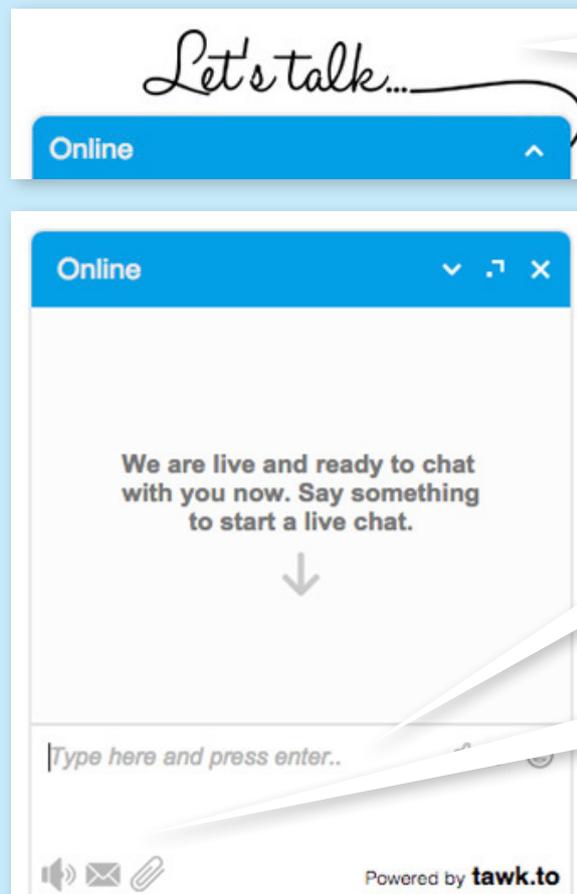
Wherever you are on the site, there'll be a little blue tab in the bottom right corner, where you can access Live Chat.

As long as it says Let's Talk and Online (which is during our office hours), you can contact us and we'll get your message.

Simply click on the little up arrow and type into the bottom part of the pop up box.

You can upload a file to it, add your email details if you want us to contact you by email

If you have a query about a specific product, we suggest you use the **ASK A QUESTION** button on the item's product page rather than Live Chat. The **ASK A QUESTION** button comes directly into our customer services team's email inbox and gives us the website page address automatically so we know exactly what item you're asking about.

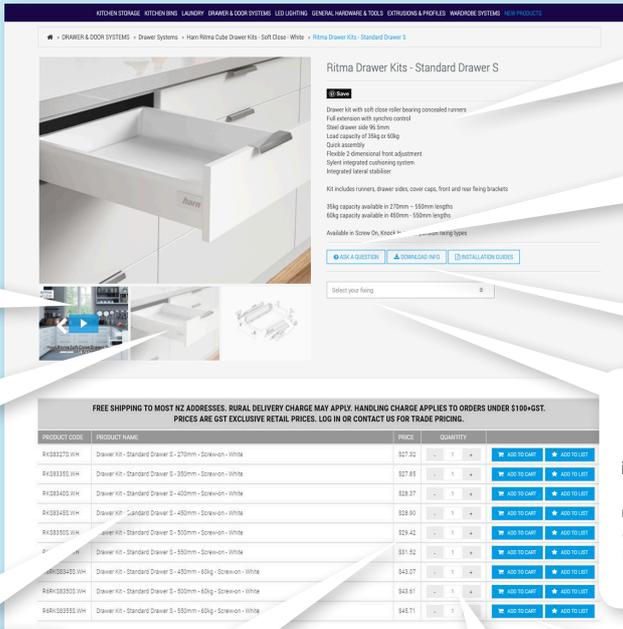


LIVE CHAT
 Look for the Let's Talk and Online words

TYPE HERE

UPLOAD A FILE OR GIVE US YOUR EMAIL DETAILS HERE

CATEGORY PAGE



PRODUCT INFO
Gives you lots of info about the group of products e.g. a style of drawer, or a style of corner unit

ASK A QUESTION
Got a query? Use this to email us directly. The email autopopulates with the web page details so we know which item you are asking about

MORE INFO
Use these buttons to download any supporting info; latest version of Product Guide page or Installation Instructions

VIDEO
Look for the blue PLAY button on the image carousel. If we have video content for an item, this is where you'll find it (or check out our VIDEO LIBRARY page)

MORE IMAGES
Click on any image in the carousel to have it appear in the larger, hero image box above

SPECIFIC MODEL
Click on an item if you want more detailed info about that particular model e.g. a particular length of drawer runner, or a particular fixing type or a particular cabinet width. The selected item turns blue.

PRICE INFO
If you are not logged in, this is retail pricing. To see your pricing, log in to your online account.

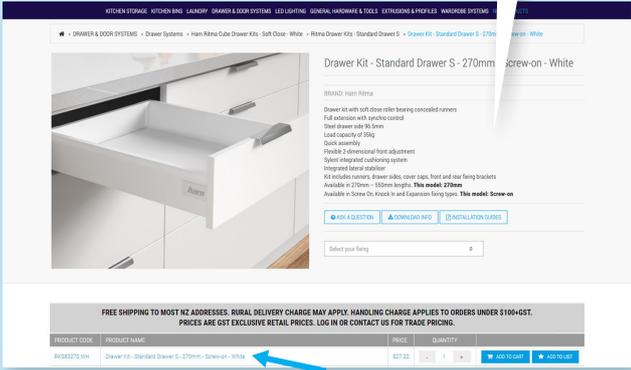
QUANTITY
Defaults to 1 sales unit (each or pack). Increase to your desired quantity.

ADD TO CART
Click here to add an item to your shopping cart

FILTERS
Use drop down filters to narrow the list of items that show below e.g. by cabinet width, model type, fixing type and so on. If there are no relevant filters, this option won't appear

PRODUCT PAGE DIFFERENCES

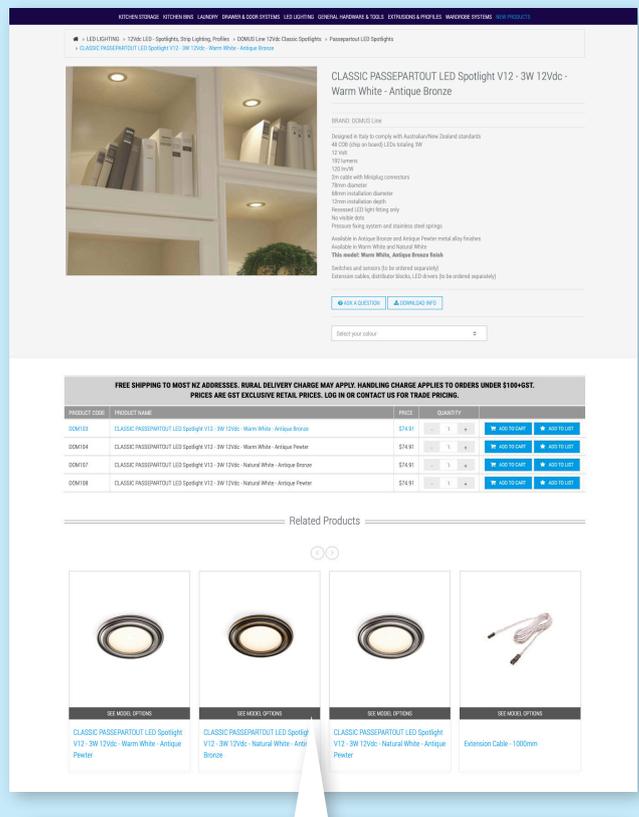
SPECIFIC MODEL INFO
A Product Page has all the same info and functionality as a 4th Tier Category page, with the addition of any info specific to the model in question being added in bold e.g. length, cabinet width, colour and so on. You can tell you are on a specific item page because the item will be highlighted in blue in the table below.



CLICK TO ENLARGE
Click on a carousel image to enlarge it into the hero image space. Use the arrows in the carousel to move along to additional images if any.



PRODUCT PAGES – RELATED PRODUCTS



RELATED PRODUCTS CAROUSEL
At the bottom of Product Pages, you'll often find a carousel of Related Products. This is a selection of items that are similar, or that are required to make the product operate e.g. drivers, distribution blocks, power cables etc for LED lighting. The decision to add or not is yours; our aim is merely to help you ensure you have everything you need. Use the arrows above the images to scroll through the options.

FIT CATALOGUES & USEFUL DOCUMENTS

ORDER A HARD COPY
Use this button to order hard copies. A form will pop up (see right). Just fill in the details and hard copies will be dispatched asap. Use check boxes to select the items you want and enter a quantity for each one.

DOWNLOAD
Use this button to download a PDF of the catalogue or document directly into your computer's DOWNLOADS folder

Order A Hard Copy ✕

Firstname *

Lastname *

Telephone *

Email *

Address *

Name of Catalogue/Document * ▼

How Many Copies Required *

Qty *

FIT NEW PRODUCT & CLEARANCE INFORMATION

ON SALE SHORTCUT
Right next to the shopping cart icon, you'll find a shortcut to the **ON SALE** summary page, a list of items currently on sale or with clearance pricing, with a brief description. Items **ON SALE** also remain in their 'home category'.

NEW PRODUCT SHORTCUT
At the far right of the main menu, you'll find a shortcut to the **NEW PRODUCTS** summary page, a list of recent additions to our range, and a brief description of the product. New items are also listed in their 'home' category.

Alternatively, you can access the **NEW PRODUCT** summary page via the big button at the bottom of the Home Page.

Alternatively, you can access the **ON SALE** summary page via the big button at the bottom of the Home Page.

NEW PRODUCT INFO
Once you're on the **NEW PRODUCT** summary page, you'll see a brief description. If you're interested and want to know more, click on **READ MORE** to go to the item's full product info page.

ON SALE INFO
Once you're on the **ON SALE** summary page, you'll see a brief description. If you're interested and want to know more, click on **READ MORE** to go to the item's full product info page.

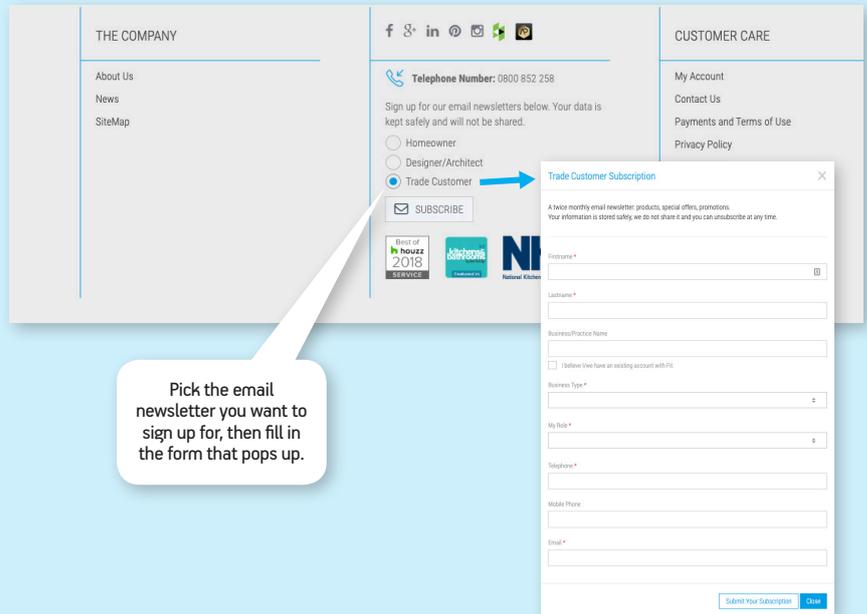


ENHANCING LIVING SPACES TOGETHER

HOW TOS FOR OUR WEBSITE

HOW TO SIGN UP FOR AN EMAIL NEWSLETTER

- You can sign up for email newsletters from the footer which shows at the bottom of every page of the website.
- We have 3 email newsletters
 - Trade promotions – for businesses that have a trading account with us – monthly
 - Designer/Architect – for specifiers – monthly
 - Homeowner – ideas and product information – monthly
- Why would you sign up? Email is one of our key methods of communicating information about:
 - New products
 - Promotional pricing
 - Spec changes to products
 - Product deletions
 - Key company information
- You can unsubscribe at any time, and we hold your information securely. Naturally, we value our partnership with you, and we'd never sell or give your details to a third party.



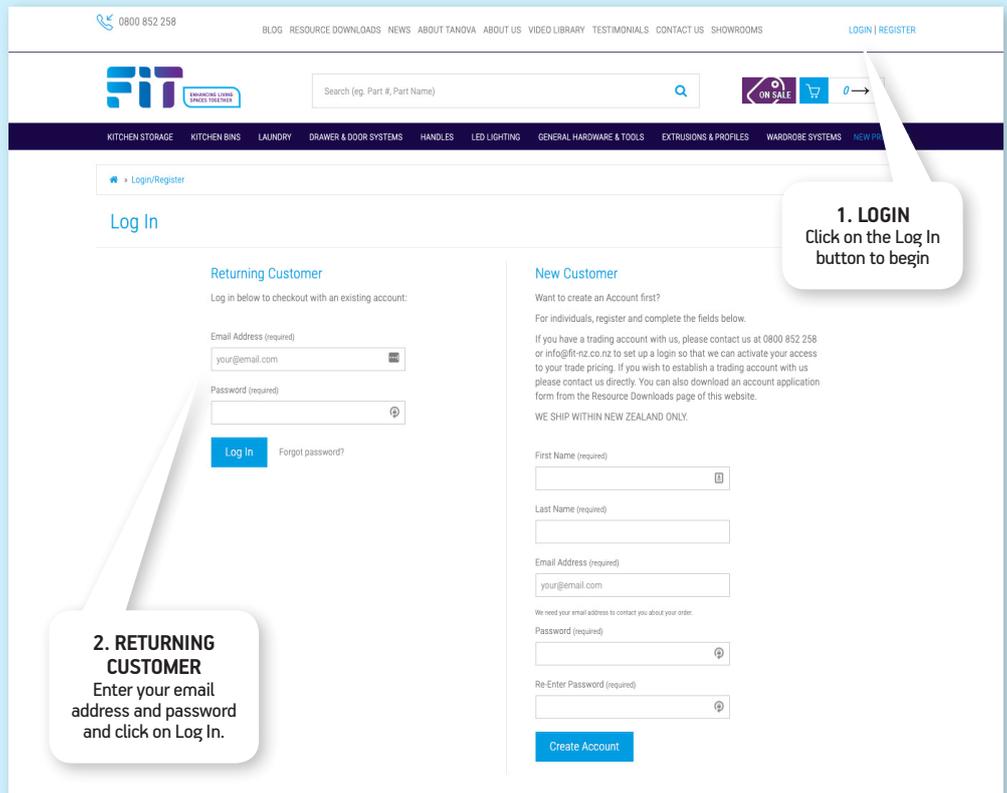
LOGINS FOR TRADE ACCOUNTS

To set up a new trade login email lesley@fit-nz.co.nz

Trade logins must be set up by Fit so you can see correct pricing.

Why would you want a trade login? Lots of reasons:

- The main site shows retail pricing. Your Log In area shows YOUR pricing.
- You can check your account balance here
- You can place orders via this area
- You can check the status of orders, invoices, credits
- You can track deliveries
- You can use Project Lists to build 'shopping lists' for your current jobs/clients
- You can use 'Favourites' for quick and easy reordering of items you order frequently
- Our website is open all hours so you can get admin done when it suits you without eating into production/installation time



HOW TO CREATE & USE PROJECT LISTS / FAVOURITES

Click on **FAVOURITES** to see the detail of items in the list. You can move items to another list too.

Keep your 'often ordered' items in a **FAVOURITES** list so you can quickly and easily tick them and add them to your cart for fast reordering.

Click the blue **ADD ITEMS TO CART** to add the entire list to your order.

Click on **CREATE NEW LIST** to set up a place to save items for a particular job. Then just type the name of the client or job in the box, plus any notes you need, and click the blue **CREATE LIST** button.

Use the **EDIT LIST** button to change list name or add notes.

DELETE LIST WHEN JOB IS FINISHED? Click the grey **DELETE LIST** button. (Make sure you're really done with it, first!)

ADDING ITEMS TO PROJECT LISTS / FAVOURITES

Favourites and Project Lists are available only in your My Account area. You must be logged in to see this function.

- To add items to your lists, find the item as you usually would.
- You'll notice that when you are in your My Account area, an additional column appears in the product table ... **ADD TO LIST**.
- Click on the list icon next to the item you want to add to Favourites or a Project List.
- Follow the steps in the pop up box to add the item to Favourites or to your own list. A pop-up will tell you you've been successful.

FREE SHIPPING TO MOST NZ ADDRESSES. RURAL DELIVERY CHARGE MAY APPLY. HANDLING CHARGE APPLIES TO ORDERS UNDER \$100+GST. PRICES ARE GST EXCLUSIVE RETAIL PRICES. LOG IN OR CONTACT US FOR TRADE PRICING.

PRODUCT CODE	PRODUCT NAME	PRICE	QUANTITY	
TDS80415	Designer Series Pull Out Kitchen Bin - 4x15L - 800mm Cabinet - Umbra Grey & Charcoal - Soft Close	\$478.97	- 1 +	ADD TO CART ADD TO LIST
TDS80418	Designer Series Pull Out Kitchen Bin - 4x18L - 800mm Cabinet - Umbra Grey & Charcoal - Soft Close	\$478.97	- 1 +	ADD TO CART ADD TO LIST
TDS80424	Designer Series Pull Out Kitchen Bin - 4x24L - 800mm Cabinet - Umbra Grey & Charcoal - Soft Close	\$478.97	- 1 +	ADD TO CART ADD TO LIST
TDS80415W	Designer Series Pull Out Kitchen Bin - 4x15L - 800mm Cabinet - White - Soft Close	\$478.97	- 1 +	ADD TO CART ADD TO LIST
TDS80418W	Designer Series Pull Out Kitchen Bin - 4x18L - 800mm Cabinet - White - Soft Close	\$478.97	- 1 +	ADD TO CART ADD TO LIST
TDS80424W	Designer Series Pull Out Kitchen Bin - 4x24L - 800mm Cabinet - White - Soft Close	\$478.97	- 1 +	ADD TO CART ADD TO LIST

2. Pick Favourites or a list you've already created, or if it's a brand new list, type the list name in the box, then click on **CREATE A NEW LIST**

1. ADD TO LIST ICON
Click to add item to Favourites or a list of your own

CHECKING YOUR ACCOUNT BALANCE

We love hearing from you, but we also know you're busy and let's face it; no one loves playing telephone tag! So, if you're simply looking for an account balance, you can get that info without picking up the phone because it shows on the My Account dashboard of your trade login.

Your account balance is on the dashboard that shows when you first log in. To assist your reconciliations, the **INV/CREDIT STATUS** column in the table below clearly shows which invoices are paid/unpaid. Credits also show.

My Account Welcome !

Overview

Orders

Product Lists

Settings

Cases

Your Balance

90 Days	\$0.00
60 Days	\$0.00
30 Days	\$0.00
Current	\$0.00

Recent Orders

Your PO	Fit Ref	Date	Amount	Status	Download Inv/Credit	Inv/Credit Status	Tracking
P000002947	Order #S0255103	29/08/2022	\$914.94	BILLED	INV354075	UNPAID	BQ0003341837 BQ0003341838 BQ0003341839
P000002812	Order #S0254508	23/08/2022	\$170.84	BILLED	INV353503	UNPAID	View
Replacements	Order #S0254112	18/08/2022	\$0.00	BILLED	INV352990 - CN7833	PAID APPLIED	View

USING FILTER TO NARROW DOWN INFO

Order History

Filter ▲

From to

Select Status Sort By Date

Your PO	Fit Ref	Date	Amount	Status	Download Inv/Credit	Inv/Credit Status	Tracking
P000002947	Order #S0255103	29/08/2022	\$914.94	BILLED	INV354075	UNPAID	BQ0003341837 BQ0003341838 BQ0003341839
P000002812	Order #S0254508	23/08/2022	\$170.84	BILLED	INV353503	UNPAID	View
Replacements	Order #S0254112	18/08/2022	\$0.00	BILLED	INV352990 - CN7833	PAID APPLIED	View
Replacement Runners	Order #S0253023	08/08/2022	\$0.00	BILLED	INV351945	PAID	View

If you have a long list of info, you can narrow it down using filters. Click on 'View All Order History' then use the date and/or status filters to refine the list to find the info you need.

HOW TO DOWNLOAD INVOICE COPIES

Recent Orders View All Order History >

Your PO	Fit Ref	Date	Amount	Status	Download Inv/Credit	Inv/Credit Status	Tracking
DESIGNER CATALOGUES	Order #S0254298	19/08/2022	\$0.00	BILLED	INV353212	PAID	MQ0001039013
CATALOGUES	Order #S0253139	09/08/2022	\$0.00	BILLED	INV352081	PAID	OQ0004431798
-	Order #S0252178	01/08/2022	\$0.00	BILLED	INV351143	PAID	MQ0001029591 MQ0001029592

To download a copy of an invoice, log in to your account area. The first screen shows current orders; at far right, click on the **DOWNLOAD** next to the invoice you want. If you need an older invoice click on **VIEW ALL ORDER HISTORY**.

HOW TO TRACK YOUR SHIPMENTS

Our amazing Customer Happiness Team will always be ready to assist, but if you're simply looking for a delivery check, chances are it's faster to use the tracking function already built into the Trade Login area of our website. Maybe you have several orders to track? Maybe it's outside Fit's office hours but you need to know if your delivery is likely to be with you tomorrow?

Recent Orders [View All Order History >](#)

Your PO	Fit Ref	Date	Amount	Status	Download Inv/Credit	Inv/Credit Status	Tracking
P000002947	Order #S0255103	29/08/2022	\$914.94	BILLED	INV354075	UNPAID	BQ0003341837 BQ0003341838 BQ0003341839
P000002812	Order #S0254508	23/08/2022	\$170.84	BILLED	INV353503	UNPAID	View
Replacements	Order #S0254112	18/08/2022	\$0.00	BILLED	INV352990 - CN7833	PAID APPLIED	View

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Parcel tracker

There are currently service delays in some regions, please see our [service update](#) for more detailed information.

Pickup Auckland depot Delivered

BQ0003341837 Track

Tracking number BQ0003341837 Your parcel has been Delivered

To track a shipment, log in to your account area. The first screen shows current orders; in the 'Tracking' column, click on the item you wish to check on. You'll be taken directly to the relevant courier tracking page.

