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# PART SOURCING MADE **EASY.**

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Solutions for the Lift Industry



## OUR VISION

Our vision is for a lift industry which has eliminated lift downtime by having available the lift spare parts they need to react quickly and repair instantly the lifts on service.

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## OUR MISSION

From identification through to delivery, our mission is to provide solutions and services which make part sourcing easy for the lift industry.

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## OUR STRATEGY

Our strategy is to provide services which bolster and extend our customer's resources through our own knowledge and expertise.

We apply innovation and technology to improve the performance of our services and operations. We believe by developing better systems of working, together with our customers, we can continuously exceed the expectations placed upon us.



# Our mission is to provide solutions and services which make part sourcing easy for the lift industry.

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# SOURCE IT FIRST TIME. SOURCE IT FAST.

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Source the lift spare parts you need first time, quickly and from one single supplier.

We have **20,000+ parts** from over 50 leading lift manufacturers available on our website, which are available to order with just a few clicks.

All our orders are dispatched on a **Next Day before Noon service** as standard.

Other priority services are available.



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## LIFT SPARES WEBSHOP

Order your lift spare parts **24 hours a day, 7 days a week** through our online webshop.

### VISIT

[www.shorts-lifts.co.uk/lift-spares-webshop](https://www.shorts-lifts.co.uk/lift-spares-webshop)

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## LIFT SPARES TEAM

Our long serving team have **decades of part sourcing experience** between them.

There is no one with a wider knowledge and experience of part sourcing from a multitude of different makes and models of lifts.



### CONTACT US:

**T:** 01274 305066 / 0207 394 3080

**E:** [info@shorts-lifts.co.uk](mailto:info@shorts-lifts.co.uk)



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# OUR 24-HOUR QUOTATION PROMISE\*

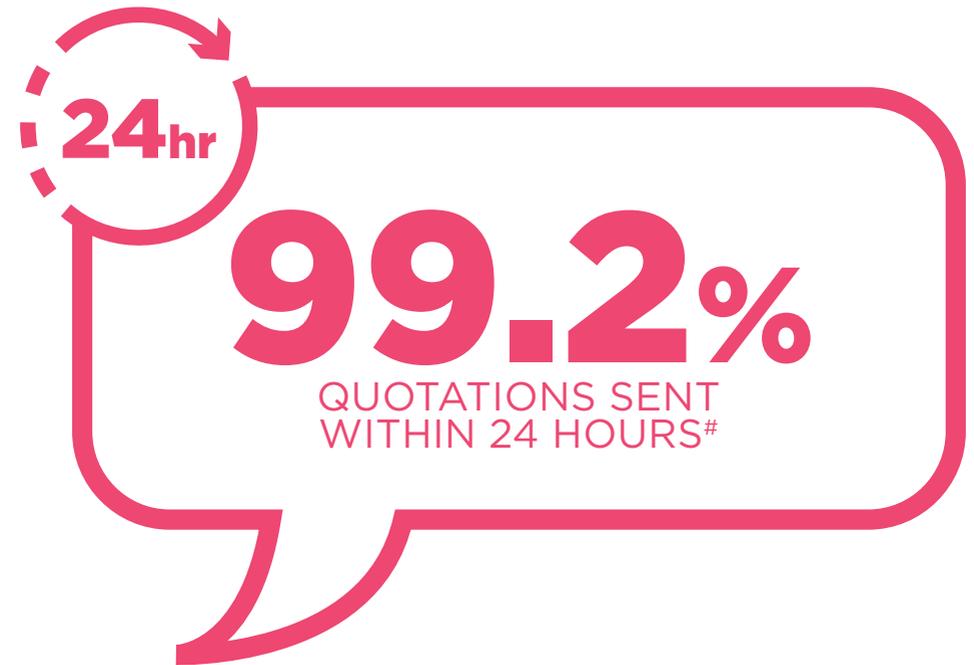
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We are committed to getting your quotation to you as soon as possible, so that you can respond to your client quickly and get the lift back in-service sooner.

That is why we have introduced our 24-Hour Quotation Promise.

When you enquire about an ex-stock lift spare part, if we don't provide a quotation within one working day, we will deliver your order free of charge.

\*Enquiries relating to ex-stock parts only, where Shorts part number is provided on the original enquiry. Quotations may take longer if part identification is required, more information is requested or a non-stock part is included within the enquiry. Enquiries received after 15:00, at weekends or bank holidays will be recorded as being received the next working day.



#Quotations relating to ex-stock parts only between January and December 2020.

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# NON STOCK? NO PROBLEM.

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Within our UK warehouse, we stock the most commonly required lift spare parts from over 50 leading lift manufacturers including Kone, Orona, Otis, Schindler and ThyssenKrupp.

But with 100's of different models and 1,000's of different parts, it is impossible to stock everything.

For our non-stock parts, we aim to provide a quotation as quickly as possible, to ensure you can respond to your client as quickly as possible.

We aim to provide  
a quotation  
as quickly  
as possible.

86%  
2 DAYS



Based on non-stock quotations issued between  
January and December 2020.

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# WE'LL IDENTIFY IT.

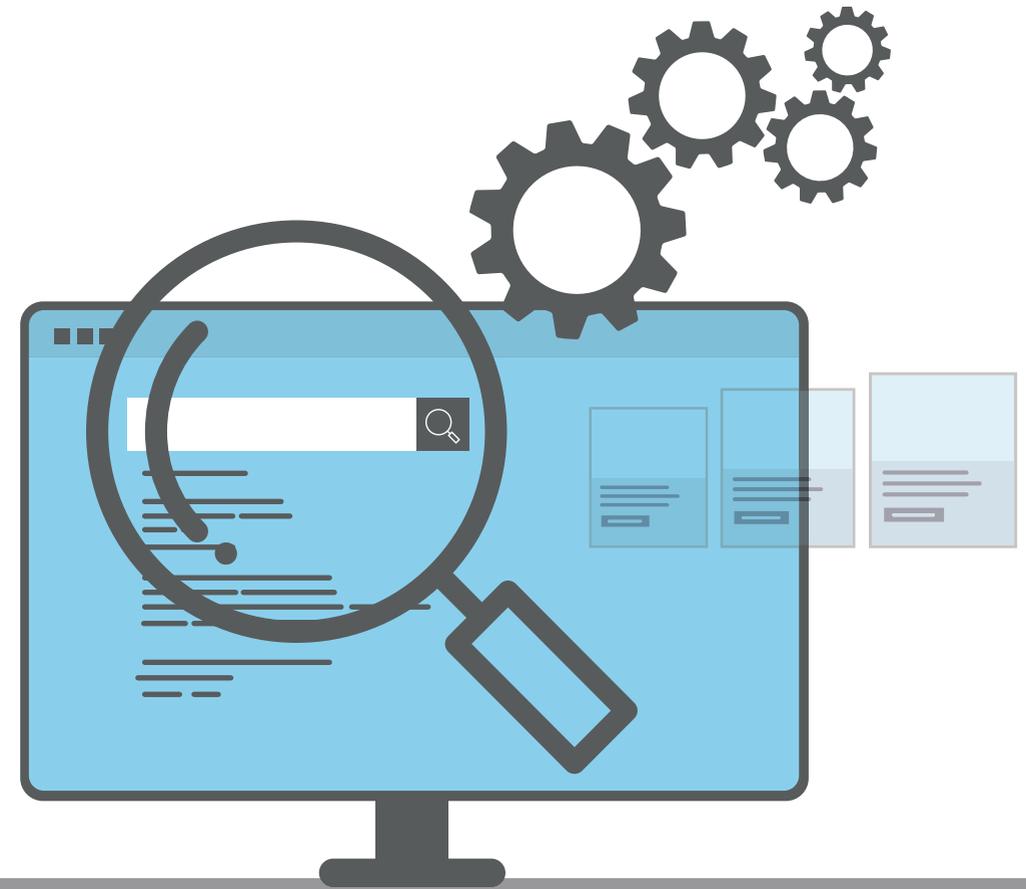
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If you have been unable to identify your part then our Lift Spares Team are on hand with expert knowledge and experience to assist you.

All we ask is that you provide as much information as possible (including images) as this will help speed up the identification process.

• Send your enquiry to:

→ **[info@shorts-lifts.co.uk](mailto:info@shorts-lifts.co.uk)**



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# DELIVERY YOU CAN RELY ON.

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Our mission to provide solutions and services which make part sourcing easy does not stop when the part leaves our warehouse.

Together with our courier provider, we work hard to get the parts you require delivered on time.

## **Next Day Before Noon**

All our orders are dispatched on a Next Day before Noon service as standard.

Other priority services are available.

## **Predict**

A predicted one-hour delivery window notified by SMS or email, so you know when your order will arrive.

## **In-Flight Options**

If you are unable to receive your order, you have a range of in-flight options to allow you to specify alternative arrangements.

ORDERS  
DELIVERED  
ON TIME

97.3%



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## SAVE ON EVERY ORDER.

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Our customers have saved over £42.7k by purchasing their lift spare parts through our Lift Spares Webshop.

By submitting your orders online, you are saving us time processing your order. A saving we pass straight on to you with an exclusive 2% Online Discount.

Available 24 hours a day, 7 days a week, our webshop is the most convenient way to get your orders into us quickly.

And now with our Stock Check feature, you can see the items that we have in-stock before you order.



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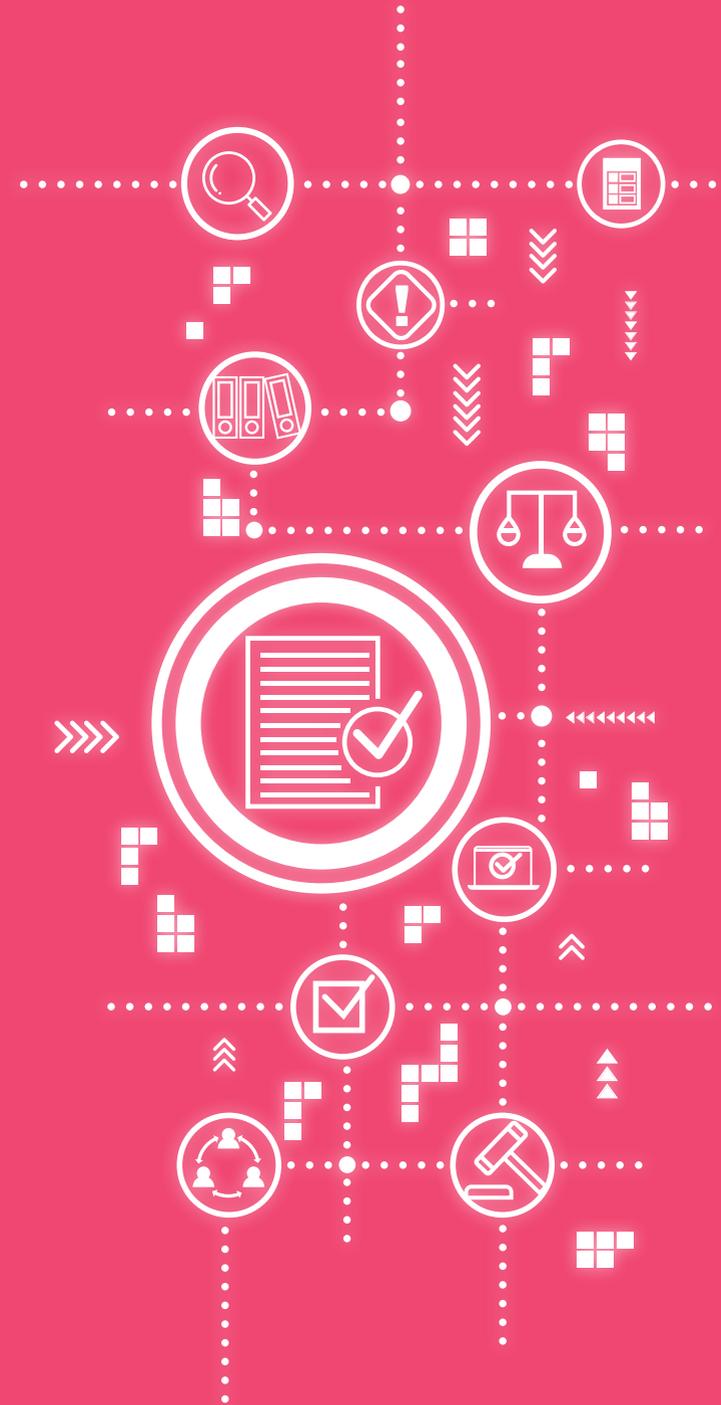
# BREXIT REGULATIONS.

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Companies placing parts classed as safety components on the UK market now have new responsibilities for their compliance.

We have ensured that both ourselves and our suppliers are meeting these new obligations so that we can continue to supply to you in a legally compliant way.

We continue to meet the highest standards of safety and compliance to protect you and have limited the impacts on your supply chain, where parts become unavailable due to lack of appropriate compliance documentation.



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# LET'S TALK.

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We're always working to make part sourcing easy for you.

To discuss your specific needs and requirements, arrange a telephone call, video call or visit with your dedicated Account Manager.

Together, your Account Manager will review how we have performed and explore how best we can support you.

**BOOK AN APPOINTMENT AT:**  
[www.shortcuts-lifts.co.uk/lets-talk](http://www.shortcuts-lifts.co.uk/lets-talk)



” We're always working to make part sourcing easy for you.

**For all information, find us at:**  
**[www.shortcuts-lifts.co.uk](http://www.shortcuts-lifts.co.uk)**

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