

# COLLISION REPAIR PRODUCTS

## 2021 TRADE CATALOGUE



*Incorporating*  
*BTB Auto Glass &  
Body Shop Tools*

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## About Us

ALP OZ are leaders in the manufacture of auto glass rubbers and tools, body shop tools, and industrial rubber products.

We are an Australian family owned company with over 60 years of hands on professional experience in the Automotive industry. Oz Auto Moulds began in 2001 focusing on supplying universal moulds to the windscreen industry. In 2018 BTB Auto Glass and Body Shop Tools was incorporated into our business growing our unique range of quality hand and power tools, as well as adding the BTB manufactured flexible adhesive cutting tools and blades which are exported worldwide.

## Our Mission, Vision & Values

Our mission is to help, educate, and problem solve by listening to and understanding our customers' requirements, finding out what the industry needs most whilst delivering quality products at affordable prices.

## ISO 9001 Certification

We are proud to have been accredited with the world's most recognised Quality Management standard – ISO 9001:2015. This ensures our products and services meet the needs of our customers, helping to improve the overall performance, maintain a high level of quality and provide strong customer service.

The benefits and advantages that flow to our customers as a result of our successful implementation of ISO 9001 include:

- ✱ better quality products and service
- ✱ More reliable delivery scheduling
- ✱ Mistake Proofing
- ✱ Improved communications
- ✱ Constantly improving on current processes
- ✱ Standards maintained by annual assessments.



## Our Quality Policy

At ALP OZ Auto Moulds quality is an integral part of our business. We strive to achieve sustainable growth through consistently satisfying the diverse needs and expectations of our customers. Our aim is to provide products and services that meet or exceed expectations, deliver more value to our clients, responding to customers needs. We embrace new ideas, technology and innovation and strive for continuous improvement setting the bar high to maintain our strong reputation within the industry.

## Industry Knowledge

With over 60 years hands on professional experience in the Auto Glass industry we are qualified industry experts providing training and technical support for the products we sell.

## Extensive Product Range And Stock

Offering a comprehensive range of moulds, rubbers, specialised hand tools, power tools and accessory products, our warehouse carries over 2000 line items dedicated to Auto Glass specialists.

## New Products & Continuous Improvement

ALP OZ Auto Moulds continuously review our range, working with our partners on new products to improve both our business and our customers' businesses.

With the growing relationships internationally we are regularly exposed to new technology, product improvements and new products. We have access to Australian and overseas facilities where we can design, test and create unique products to suit your business. Our sales team can work with you from beginning to end on your new product development projects.

## Prompt Service & Delivery

We pride ourselves on our high level of customer service and prompt response to all product enquiries. We aim to send all orders out on a same day service if received by 3:00pm AEST.

To place orders please contact our customer service department on 03 9703 1522, fax orders to 03 9703 1514 or email orders to sales@alpoz.com.au.

## Terms & Conditions

For full Terms & Conditions please visit <https://alpoz.com.au/terms>

All product returns must be approved prior by ALP OZ Auto Moulds and be within 14 days from receipt of delivery. Incorrectly ordered product returns may be subject to a restocking fee. Returned goods shall be in their original and unmarked condition, complete with any instruction sheets supplied. The following goods cannot be returned for credit under any conditions:

- Any goods specially made, including items cut to length
- Any goods used, altered or damaged by the purchaser
- Any goods having an invoice value of \$10 or less
- Any goods especially indented and which are not normal stock lines

All product returns must be freight prepaid by the sender.

All orders are to be prepaid unless trading terms are agreed prior by ALP OZ Auto Moulds.

Orders discrepancies must be reported to ALP OZ Auto Moulds within 3 days to ensure they are resolved ASAP.

The minimum order value before freight for non-account customers is \$50.

Any prices listed are for Trade Customers. Prices and availability are subject to change without notice.

The supply of items may vary from time to time from the actual images shown in this catalogue.

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## Leading Brands

ALP OZ Auto Moulds are distributors for leading industry brands.

