



## FAQs

### User registration trouble shooting

#### **If the customer cannot register:**

1. Browser:
  - Google Chrome is the best browser for our site.
  - Other browsers, such as Firefox, can have a pop up blocker/ anti-virus software that blocks part of the registration form. This can prevent the “I’m not a robot” verification or the Terms and Conditions agreement from displaying on the registration page.  
➔ If so, you need to turn this off or use a different browser to complete the registration.
  - Only Internet Explorer 11 and newer are supported by Microsoft, and therefore, our website. If you are using an older version some features may not work.
    - To check your Internet Explorer version click on the Settings Wheel in the upper right hand corner and click “About Internet Explorer”
2. Email address
  - If you already do business with E.V. Roberts but the website does not recognize your email address, we likely do not have your most up to date email address in our system. Please contact our Customer Service Representatives to quickly have your email address updated and create an account. Edits will quickly sync and you may continue to register once the updated email is saved.

[Customerservice@evroberts.com](mailto:Customerservice@evroberts.com) or 800-374-3872

#### **If the customer registered but cannot log in:**

##### Confirmation email

- After completing the registration form, you will receive a confirmation email with an activation URL to click.
- If you did not receive a confirmation email, please contact a Customer Service Representative to confirm your online registration was correctly processed.

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#### **If the customer needs to update account information:**

##### Shipping/Billing Address

##### Customers registering online for the first time:

- If the auto population of your shipping/billing address is not correct, you can continue to register and contact Customer Service after creating your account to update the address.  
[Customerservice@evroberts.com](mailto:Customerservice@evroberts.com) or 800-374-3872
- Confirm the addresses are correct in My Profile and My Address Book before placing an order.



- For security purposes, it is not possible to update the shipping or billing address online.

Customers with an existing online account:

- For security purposes, it is not possible to update the shipping or billing address online.
- You must contact Customer Service to update an address.

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## **Shop trouble shooting:**

### **Customer cannot find the product by Product Code using the search bar:**

- It may not be the first product displayed- All products with this number combination in the product code, product name, or part number are displayed.
  - By default, only the first 5 products are shown on the first page and there may be multiple pages.
- ➔ Please scroll through the products and the following pages. The top navigation can also be used to display up to 50 products per page.
- ➔ Our 3,000 most popular products are available on the website. If the product is not available on the website, please place your order by calling or emailing Customer Service. You can also request to add the product to the website, which can be populated within minutes of receiving your request.

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### **Customer cannot find the product by Product Name using the search bar:**

1. To widen the search:
    - Use only the numerical portion of the product name e.g. try "912" instead of "RF 912 A/B Kit"
    - Remove or add spaces. Depending on the manufacturer, possibilities can include "RF 912", "RF912" or "RF-912"
    - Remove special characters and symbols e.g. \* - / & etc...
    - Try searching by product type, product form, and manufacturer on the left
- ➔ Our 3,000 most popular products are available on the website. If the product is not available on the website, please place your order by calling or emailing Customer Service. You can also request to add the product to the website, which can be populated within minutes of receiving your request.

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## **Other FAQs**

1. I registered as a customer but cannot login with my username and password.  
Check to see that you received a confirmation email and clicked the activation link in this email.
2. What shipping methods do you offer?



- Best Way: E.V. Roberts will choose the best method. Charges will be applied at time of shipping.
- Collect: You provide your own shipping account information.
- Will Call: Please call 800-374-3872 to arrange a pickup date & time.

\*\*\* Product prices do not include shipping and handling charges. If specialty packaging is required to fulfill your order, an E.V. Roberts Customer Service Representative will be in touch within 24 hours.

3. I have special instructions regarding my order and the products I'm purchasing, how can I communicate these?

On the checkout page there is a Special Instructions field for you to add any information and details.

4. How long will it take my order to be processed and shipped?

When you add a product to your cart you will receive a pop-up message with the estimated lead-time.

- 1-2 business days

"Added to cart! Your order will be processed and will ship within 1-2 business days."

- 1-2 weeks

"Added to cart! Your order will be processed and will ship within 1-2 weeks."

- 2-4 weeks

"Added to cart! Your order will be processed and will ship within 2-4 weeks. For more detailed information, contact us at 1-800-374-3872 or customerservice@evroberts.com."

- Variable manufacturer lead time

"This product or quantity is on order and has a variable manufacturer lead time. You may continue to place your order online, or contact our Customer Service Representatives for detailed availability information at 1-800-374-3872 or customerservice@evroberts.com."

- Specialty item:

"This is a specialty item and has a variable manufacturer lead time. You may continue to place your order online, or contact our Customer Service Representatives for detailed availability information at 1-800-374-3872 or customerservice@evroberts.com."

\*\*\* As required by 3M Aerospace: purchasers of these products must use them for professional use only, not for consumer use.

5. Where can I find more information about your custom formulation division and Resin Formulators Brand?

Hover over or click on SERVICES in the top navigation bar → click on CUSTOM FORMULATION

6. Where can I find the Resin Formulators Product Selector Guide?

Services → Custom Formulation → Resin Formulators Product Selector Guide PDF

7. Where can I find information on the brands you supply and source?

Top Navigation bar: click on BRANDS



We are an authorized distributor of marquee suppliers including 3M, Coastal Enterprises, Henkel, Momentive, Resin Formulators, and Scott Bader. These brand pages provide additional resources including featured products, latest news, links to PDF guides, product brochures, videos, and more.

8. Do you offer featured products?  
Yes! Click on SERVICES in the top navigation bar → CHEMICAL DISTRIBUTION → PRODUCT SPOTLIGHT to view information about which products we are featuring right now
9. Where can I find your certifications?  
RESOURCES → CERTIFICATIONS
10. Where can I find a TDS and SDS for products I'm interested in?  
RESOURCES → TDS/SDS LIBRARY
11. When do I pay for my product? / When does my credit card get charged?  
You will be charged for your order when the order ships
12. How do I receive notification about online orders?
  - When you add an item to your cart you will get an estimated lead time
  - When you place an order you will get a confirmation email
  - When your order ships you will get a notification email
13. How do I pay for my first order?
  - If you are a first time customer to EVR, you can only pay via credit card. You have the option to apply for credit terms with EVR.
  - If you are an existing EVR customer with approved credit terms, your credit terms will be a payment option.
14. What if I don't know my customer account # to charge products?  
When you are logged in, it will auto populate.
15. If I am a customer with profile pricing, how can I find it?  
First, register and log in to your account. Then profile pricing will automatically be applied to all products in the shop section.
16. Will I receive a confirmation email with my order?  
You will receive a confirmation email when your order is placed and when your order ships.
17. How do I use my promotional code for online purchases?  
At checkout, you will see a field titled PROMO CODE. Just type in your code and the discount offer will auto populate to display your discount

**If you have questions or concerns, please contact our Customer Service Representatives who are trained in the website operations and will be happy to assist you.**

**[Customerservice@evroberts.com](mailto:Customerservice@evroberts.com) or 1 800-374-3872**