

ONLINE STORE

USER GUIDE

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Ordering Online - MacGregor Industrial Supplies

Your Step-By-Step Guide

This guide is here to help you make the most of our online store - from signing in and navigating the site, to finding products, managing your Wishlist, and placing orders. Whether you're ordering for the first time or you're a regular customer, you'll find clear step-by-step instructions, helpful tips, and visual examples to make repurchasing from MacGregor Industrial Supplies quick, simple, and efficient. Keep this guide handy as a reference whenever you need support.

In this guide, you'll learn how to:

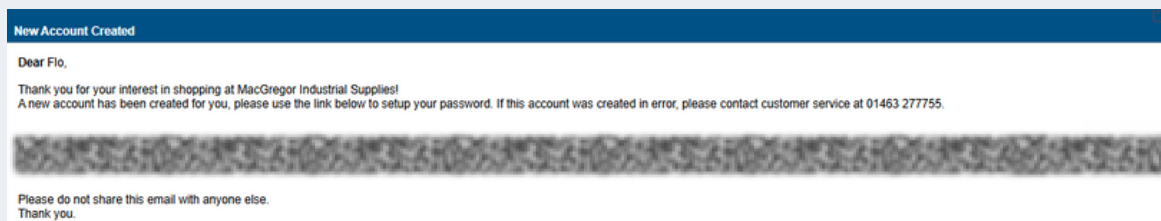
- Sign in to the online store
- Navigate your dashboard and account tools
- Find and filter products
- Manage your Wishlist
- Add products to your basket and review your order
- Complete checkout and place your order

Signing In

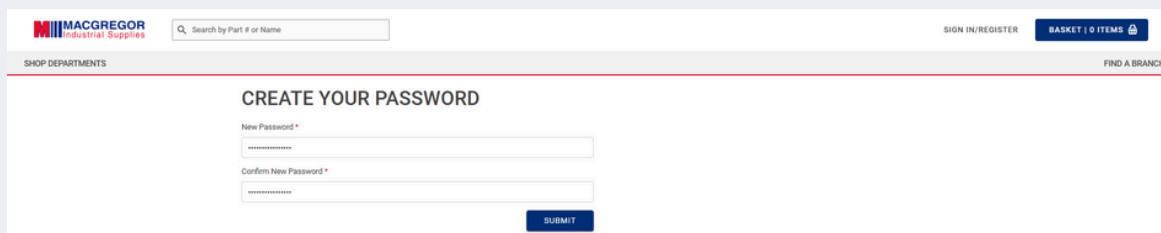
First-Time Login

When you first access the online store, you will receive an email prompting you to create a password.

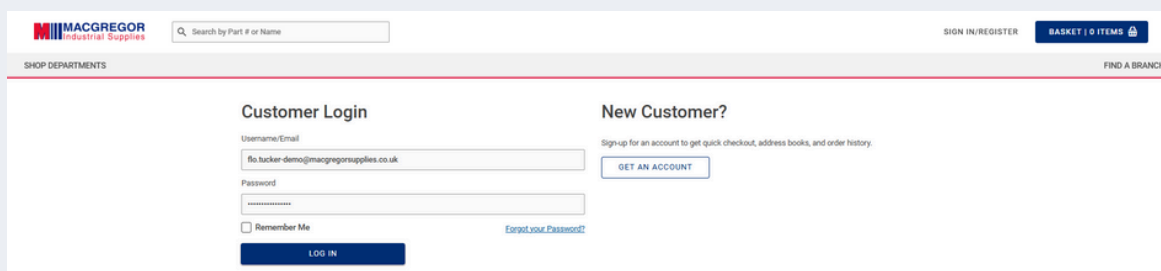
1. Open the welcome email and click the link provided.



2. Complete **Create Your Password** fields and click **Submit**.

The screenshot shows the 'CREATE YOUR PASSWORD' form on the MacGregor website. The form has two input fields: 'New Password *' and 'Confirm New Password *', both with masked characters. A blue 'SUBMIT' button is at the bottom right. The website header includes the MacGregor logo, a search bar, and links for 'SIGN IN/REGISTER' and 'BASKET | 0 ITEMS'.

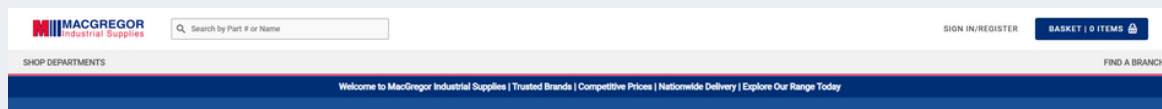
3. Once complete, you will be redirected to the **Sign In** screen.
4. Enter your **Username** (email) and **Password**, then click **Login In** to access your account.

The screenshot shows the 'Customer Login' and 'New Customer?' forms on the MacGregor website. The 'Customer Login' form has fields for 'Username/Email' (with the example 'flo.tucker-demo@macgregorsupplies.co.uk') and 'Password', a 'Remember Me' checkbox, and a 'LOG IN' button. The 'New Customer?' section has a 'GET AN ACCOUNT' button and a link to 'Forgot your Password?'. The website header is the same as the previous screenshot.

Returning Users

If you already setup your login details:

1. Click **Sign In/Register**



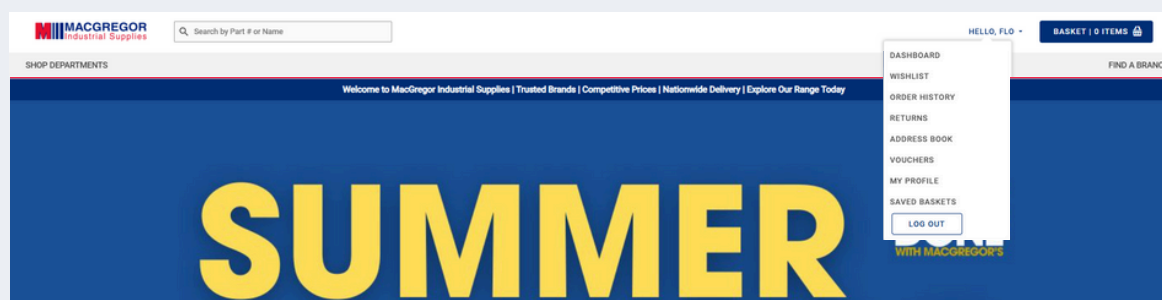
2. Enter your **Username** (email) and **Password**.
3. Click **Log In** to access your account.



Navigation

The top navigation bar provides quick access to all key account features. From here, you can easily manage your details, orders, and saved items:

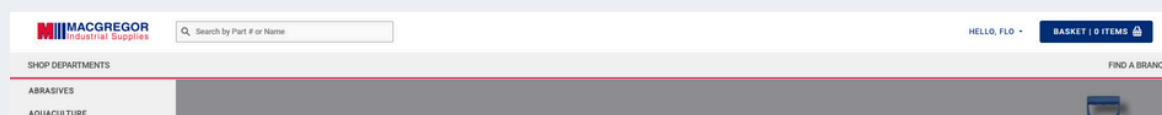
- **Dashboard:** View orders, returns, saved addresses, profile details, and vouchers.
- **Wishlist:** Save favourite products and move items to your basket when ready.
- **Order History:** Review past orders, reorder items, or start a return.
- **Returns:** Track and manage your return requests.
- **Address Book:** Store delivery and billing addresses for faster checkout.
- **Vouchers:** View active and used voucher codes.
- **My Profile:** Update your contact details and password settings.
- **Saved Baskets:** View, amend, delete, or move baskets to checkout later.



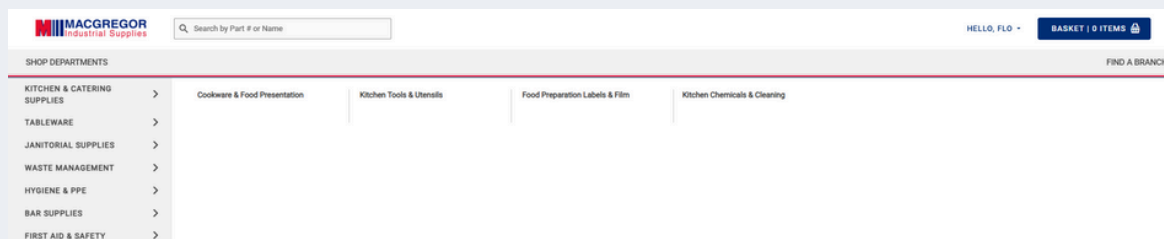
Finding Products

Category Navigation

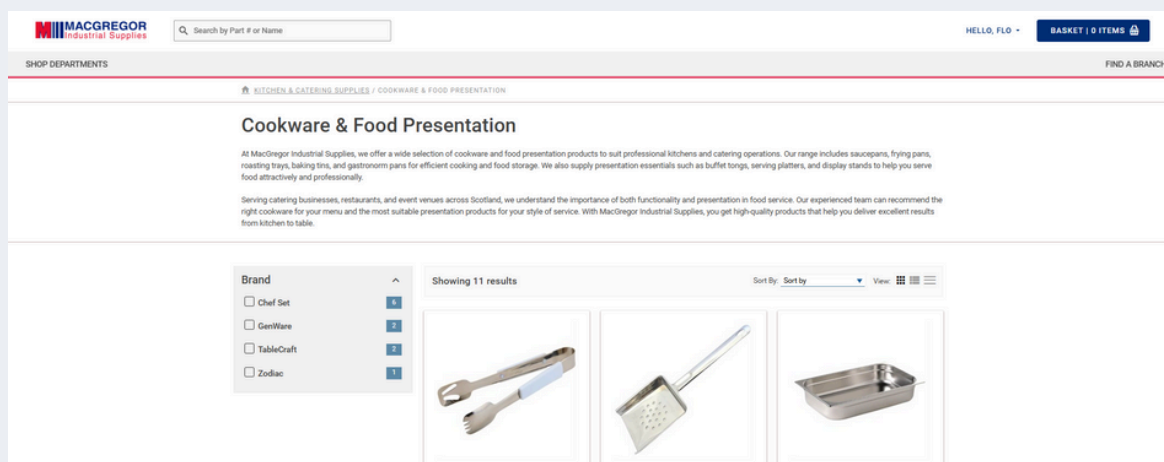
1. Click **Shop Departments** from the main menu.



2. Select a **Category** or **Subcategory** to view products.

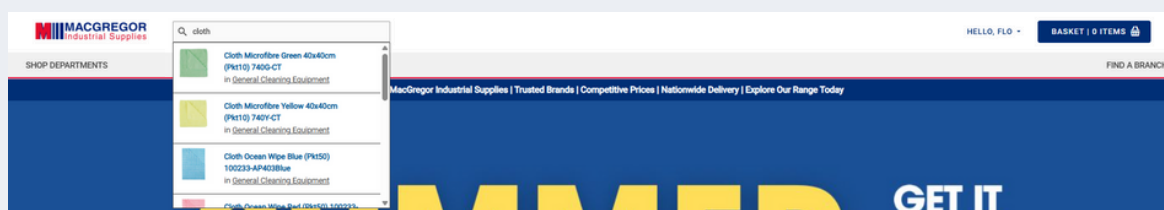


3. If available, select a further **Subcategory** for more specific results.
4. Use the **Attributes** filters to refine your selection.

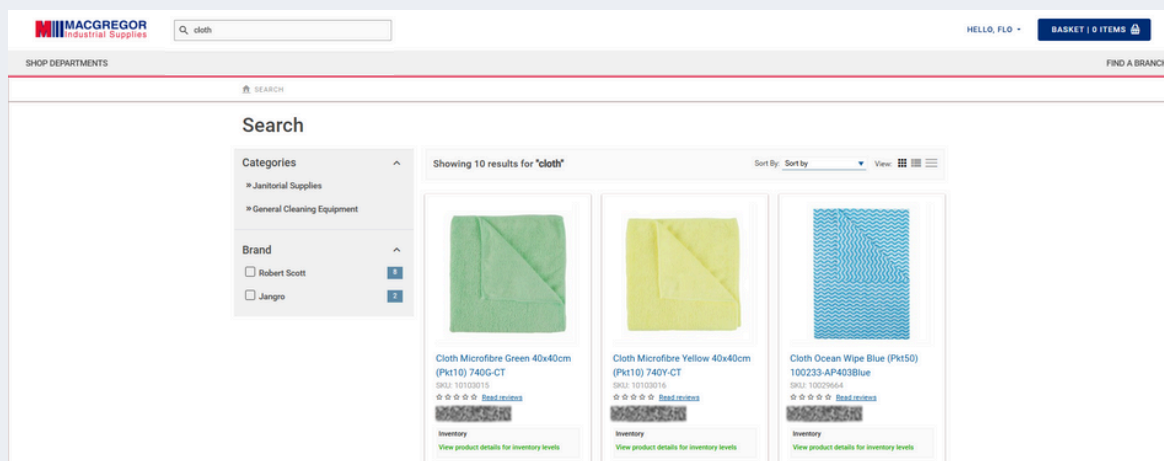


Search

1. Enter a **keyword, product detail, or code** into the search bar,
2. Click the **Search** icon or press **Enter** to view results.



3. Use the **Attributes** filters to refine your search results.

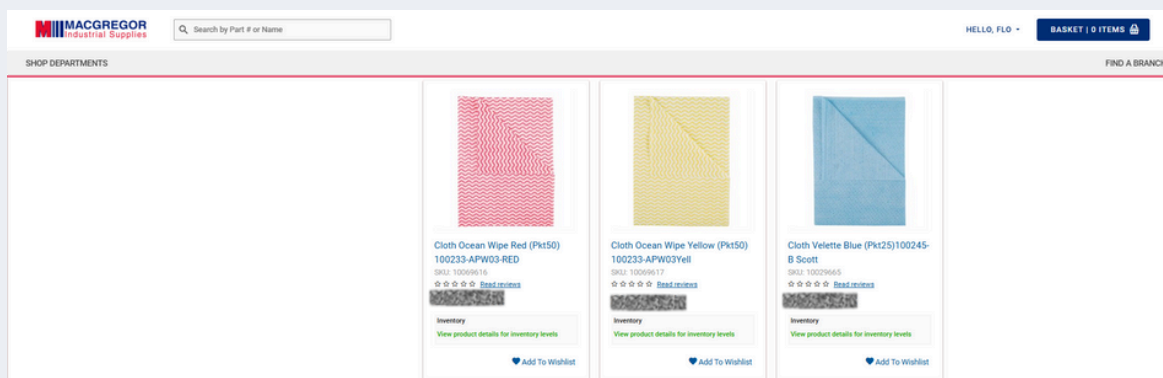


Managing Your Wishlist

Adding Items to Your Wishlist

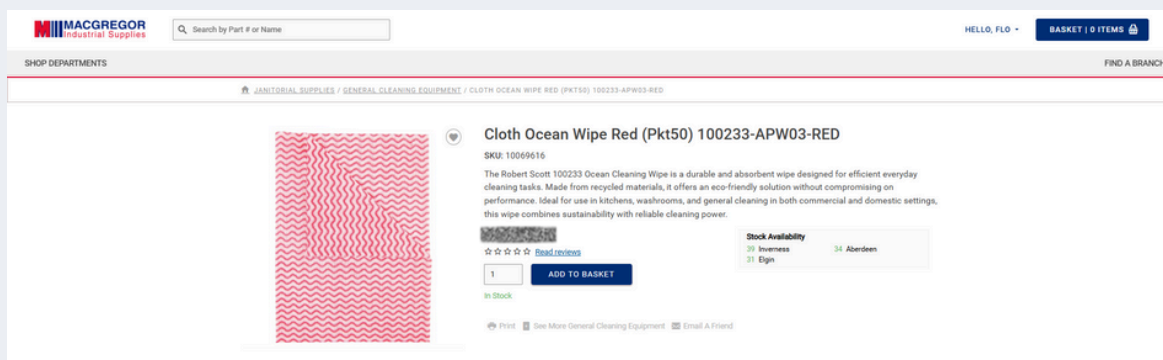
From the Product List Page:

1. Navigate to the product you want to save.
2. Click **Add to Wishlist**.



From the Product Detail Page:

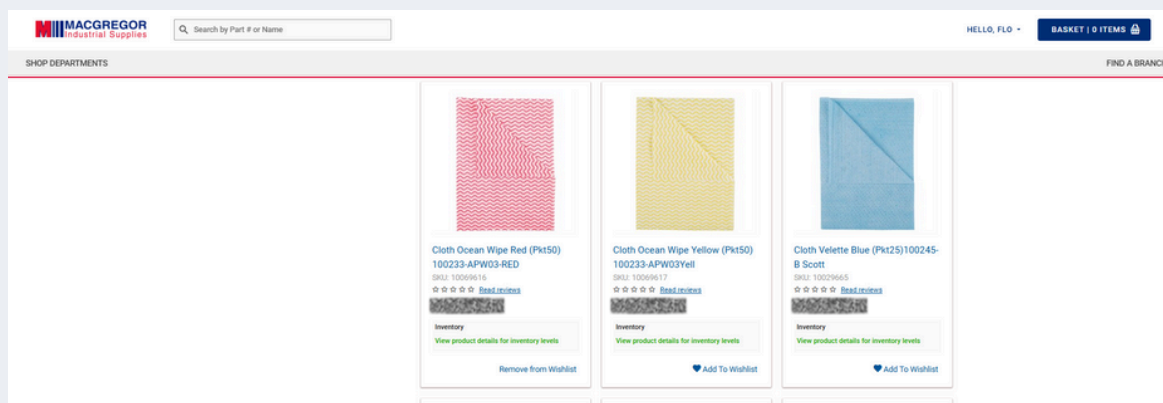
1. Navigate to the product you want to save.
2. Click the **grey heart** icon.



Removing Items from Your Wishlist

From the Product List Page:

1. Navigate to the product you want to remove.
2. Click **Remove from Wishlist**.



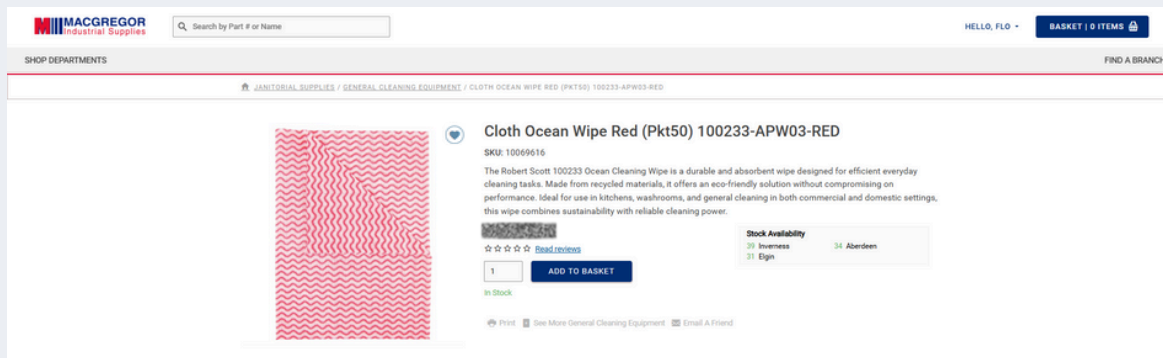
Phone: 01463 717999



Email: ecomssupport@macgregorsupplies.co.uk

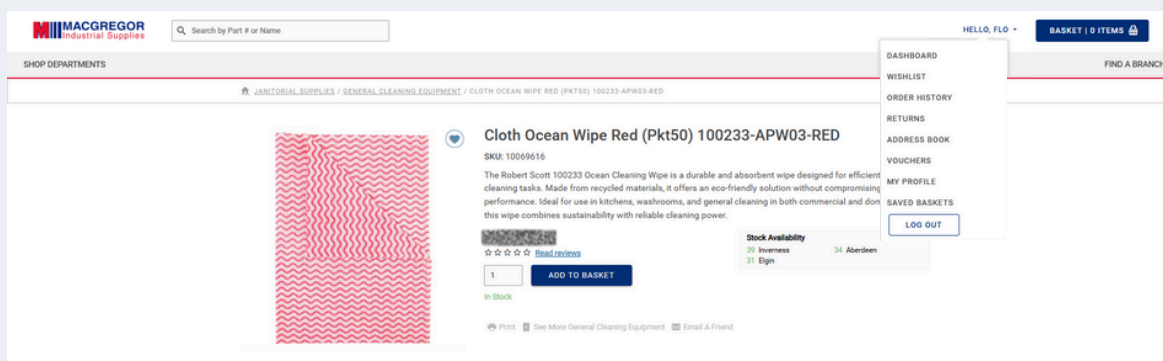
From the Product Detail Page:

1. Navigate to the product you want to remove.
2. Click the **blue heart** icon.

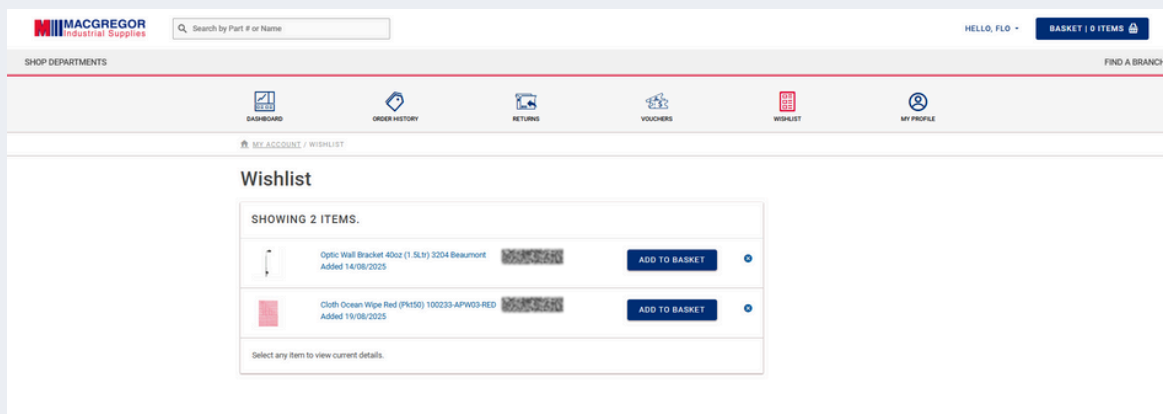


From Your Wishlist Page:

1. Open the **Account** dropdown menu.
2. Select **Wishlist**.



3. Click the **blue cross** icon next to the item you want to remove.



Adding Products to Your Basket

Adding Products to Your Basket

1. Navigate to the product you wish to purchase.
2. Select the required **variant** (if applicable).
3. Enter the desired **quantity**.

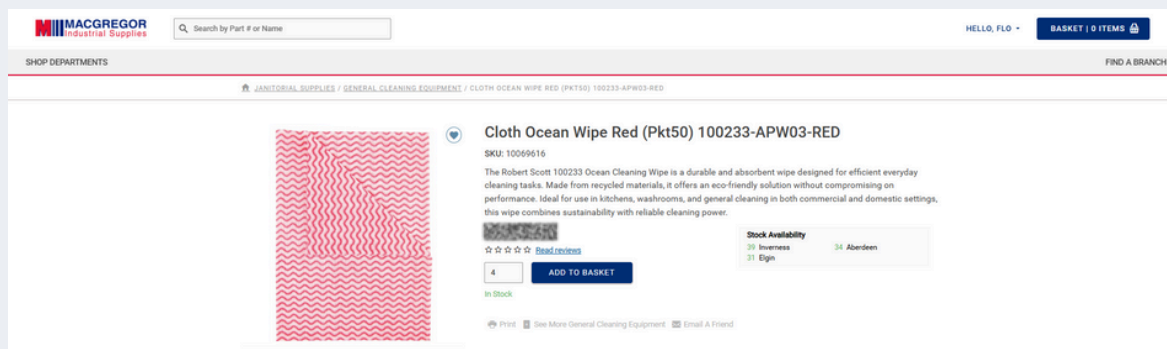


Phone: 01463 717999



Email: ecomsupport@macgregorsupplies.co.uk

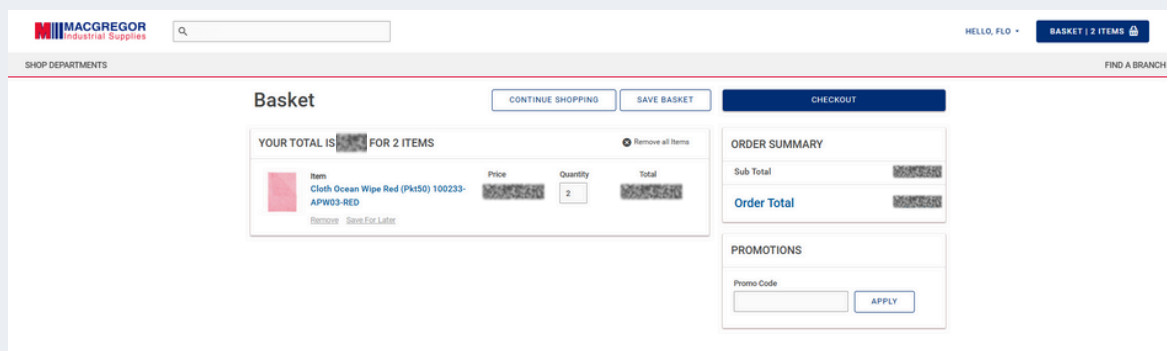
4. Click **Add to Basket**.



5. Repeat these steps for any additional products.

Reviewing Your Basket

1. When ready to check out, click **Basket**.
2. Review the listed items.
3. Update **Quantity**, **Save for Later**, or **Remove** items as needed.

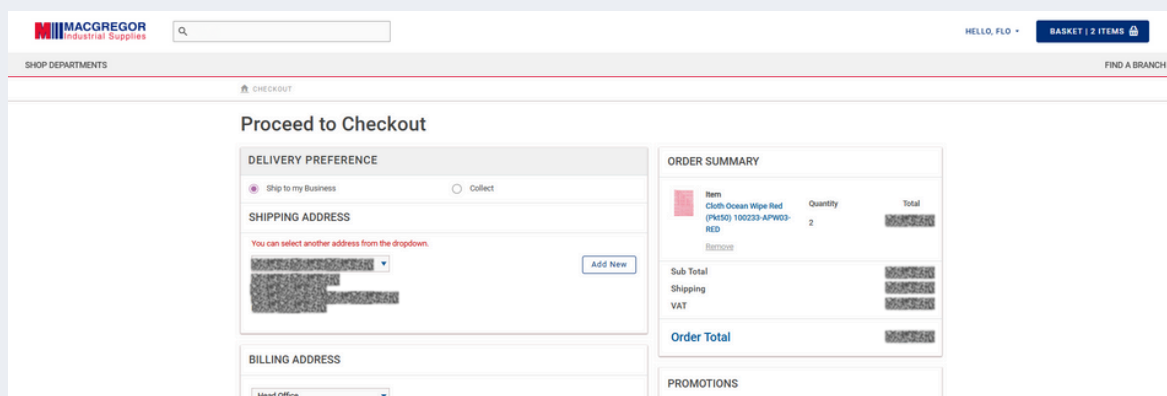


4. If you wish to process the order later, click **Save Basket**.

Checking Out & Placing Your Order

Checking Out

1. Click **Checkout**.
2. Specify your **Delivery Preference**:
 - **Ship to My Business**
 - **Collect**



3. Complete the necessary fields relevant to your chosen delivery method.
4. Add **Additional Information** if needed (e.g., delivery instructions).

Payment & Order Placement

1. Select your **Payment Method**.
2. Enter a **Purchase Order** number is required.
3. Click **Place Order**.

The screenshot shows the checkout page of the MacGregor Industrial Supplies online store. At the top, there is a navigation bar with the MacGregor logo, a search bar, and a user greeting 'HELLO, FLO' next to a 'BASKET | 2 ITEMS' button. Below the navigation bar, there are links for 'SHOP DEPARTMENTS' and 'FIND A BRANCH'. The main content area is divided into two columns. The left column contains the 'PAYMENT METHOD' section, which includes a 'VOUCHERS' subsection with a 'Voucher Number' input field and an 'APPLY' button, and a 'PAYMENT TYPE' subsection with radio buttons for 'Pay on Account' (selected) and 'Credit/Debit Card', followed by a 'Purchase order' input field containing the number '19082025-1444' and a 'PLACE ORDER' button. The right column contains the 'ADDITIONAL INFO' section, which includes a text area for 'Additional Information' with a note: 'Please Note: We are closed Mondays - therefore cannot accept deliveries on that day.'

4. Once your order has been successfully processed:
 - You will be redirected to the **Order Receipt** page.
 - An order acknowledgement email will be sent to you.

Thanks for Reading

We're glad you've taken the time to explore the MacGregor Industrial Supplies Online Store User Guide. Keep it handy for when you need a quick reminder, and remember - if you ever get stuck or just need a little extra help, our friendly team is only a call or email away.

Need More Help?

If you have any questions, our team is here to help.

Contact our Support Team:

 **Phone:** 01463 717999

 **Email:** ecomsupport@macgregorsupplies.co.uk

Opening Hours

Monday-Friday: 8:00am-5:00pm

Saturday: 8:00am-12:00pm

We're committed to making your online ordering experience quick, simple, and efficient - and we're only ever a call or click away.

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