

Who can I contact in case of any problems?

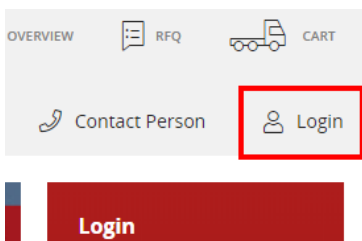
If you are logged in, you can click on the "Contact Person" button on the starting page and you will be shown the appropriate contact details. If you are an existing customer with you own personal contact, you will see the person's direct contact details.

If you aren't logged in, you can click on the "Contact Person" button on the starting page, and enter a zip code for us to find the nearest branch to you. Click "OK". Now when you hover over the "Contact Person" button, you will see the appropriate contact details.

Registration/Account

How can I register as a new customer?

1. Please click on the "Login" button in the top right corner of the starting page.



2. A new screen will open in which you can select "I do not have a Kloeckner customer no."

A screenshot of the 'New to the Kloeckner Online Shop' registration form. It contains input fields for 'Email address' and 'Kloeckner Customer no.'. Below these fields is a link 'I do not have a Kloeckner customer no.' which is highlighted with a red rectangular box. At the bottom, there is a checkbox for agreeing to the Privacy Policy and Terms and Conditions.

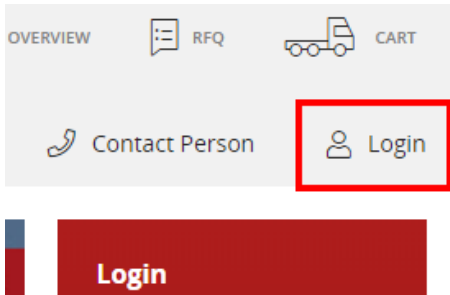
3. You will then be automatically redirected to our sign up page for new customers. Proceed to fill in your details and then click on the button "Register Now".

A screenshot of the final registration confirmation page. It contains three checkboxes with corresponding text: 'I confirm that I am a business customer...', 'I have read the Privacy Policy and Terms and Conditions...', and 'I consent to Kloeckner Metals processing my personal data...'. The 'REGISTER NOW >' button at the bottom is highlighted with a red rectangular box.

I am an existing customer of Kloeckner - how can I register?

If you are currently a Kloeckner Metals US customer, you can sign in quickly.

1. Please click on the "Login" button in the top right corner of the starting page.



2. Next, type in your information (email address and customer no.) in the "New to the Kloeckner Online Shop" section.

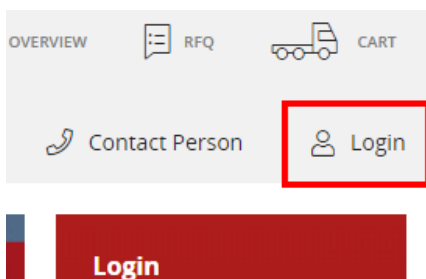
A screenshot of the 'New to the Kloeckner Online Shop' registration form. The form has two input fields: 'Email address' and 'Kloeckner customer no.', both highlighted with red rectangular boxes. Below the fields is a link that says 'I do not have a Kloeckner customer no.'. There are two checkboxes with associated text. The first checkbox is checked and has a red box around it; its text is 'I have read the [Privacy Policy](#) and [Terms and Conditions](#) of Kloeckner and agree to the collection, processing, and use of my data as described therein.' The second checkbox is unchecked. At the bottom right of the form is a button labeled 'REGISTER >', which is also highlighted with a red rectangular box.

3. Click on "REGISTER".

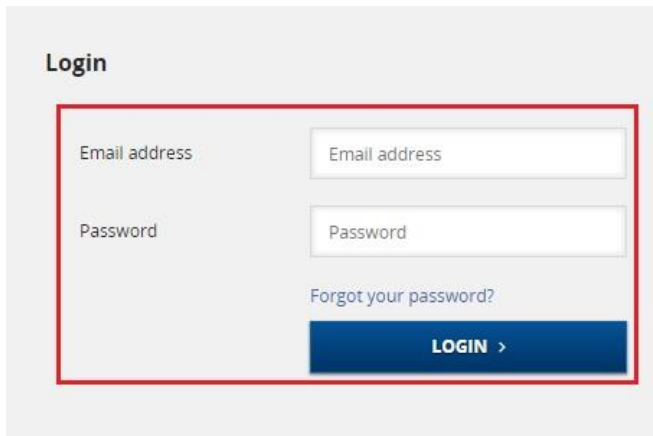
You will receive an email shortly with your login credentials and you will be prompted to create a new password.

How do I login to the Kloeckner Direct online shop?

1. In case you already have your credentials, you may login by clicking on the top right "Login" button.



2. Enter your email address and password. Then click the "LOGIN" button.



Login

Email address

Password

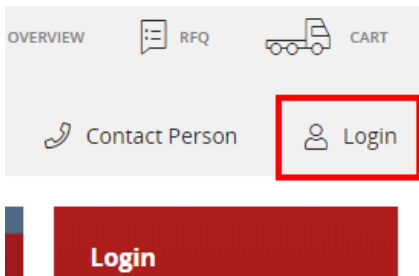
[Forgot your password?](#)

LOGIN >

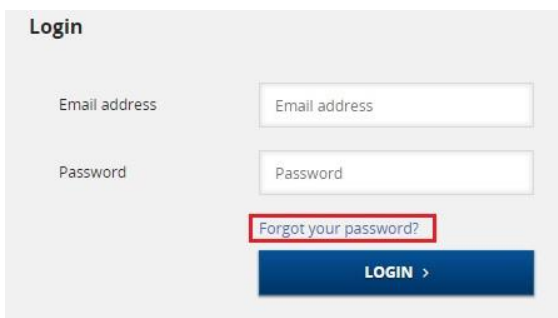
I forgot my password. What do I do?

If you can't find your login information, you can reset your password.

1. Click on the "Login" button in the top right corner of the starting page.



2. Click on "Forgot your password?"



Login

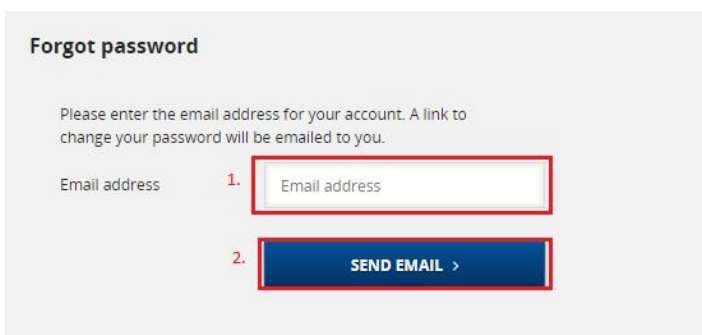
Email address

Password

Forgot your password?

LOGIN >

3. Please type in your email address (1.) in the pop-up window and proceed by clicking the "Send Email" (2.) button.



Forgot password

Please enter the email address for your account. A link to change your password will be emailed to you.

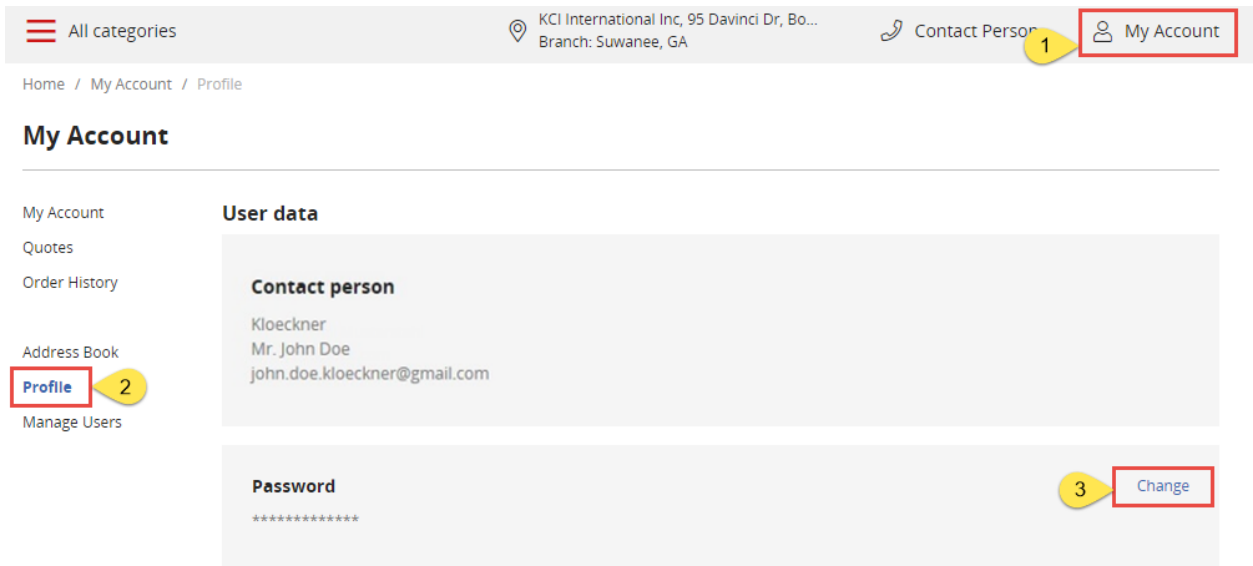
Email address **1.**

2. **SEND EMAIL >**

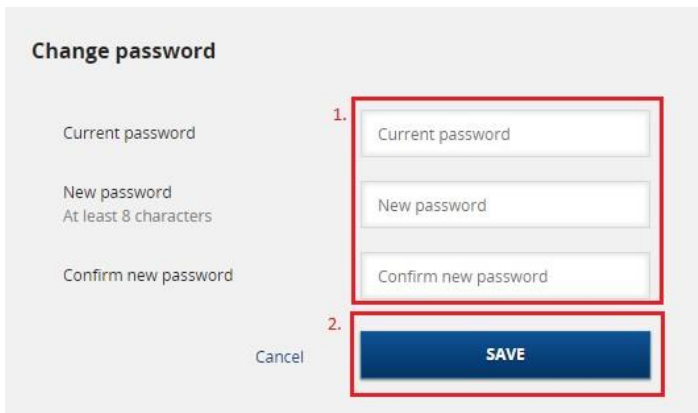
I would like to change my password. How can I do this?

To be able to change your password, please log in to Kloeckner Direct with your login credentials.

1. Select "My Account" in the top right corner of the starting page (1.)
2. Your account overview will open up, in which you can select the category "Profile" on the left (2.)
3. You can now update your password by clicking the "Change" button on the right (3.)



By clicking on the "Change" button, the following screen will open where you can update your password.



4. Enter your data and then confirm the entry with clicking "Save".

How do I save my password?

To protect your data and avoid unauthorized access to your account, you are automatically logged out of Kloeckner Direct after a certain time of inactivity.

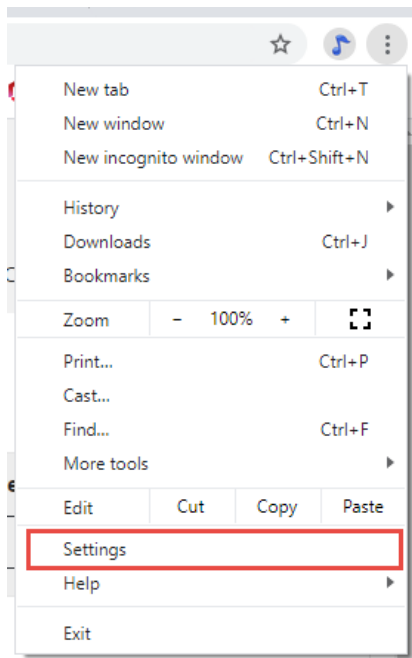
You can, however, save your password within your browser, allowing you to access Kloeckner Direct quickly and easily. Simply click on 'Login' when opening the online shop and your browser remembers your login details.

If more than one person is granted access to the account, we advise not to save your password, to protect any personal information.

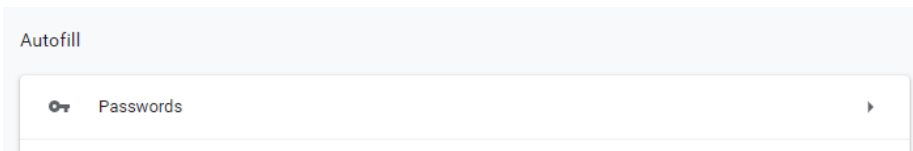
To save your password within your browser please follow the steps listed below:

Chrome:

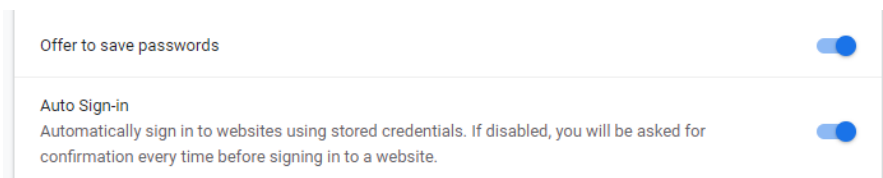
1. Open Chrome and click on the symbol consisting of three dots in the top right corner. Upon clicking, a drop-down menu will appear. Please select 'Settings'.



2. A new window will emerge. Please scroll down until you see 'Passwords' and select.

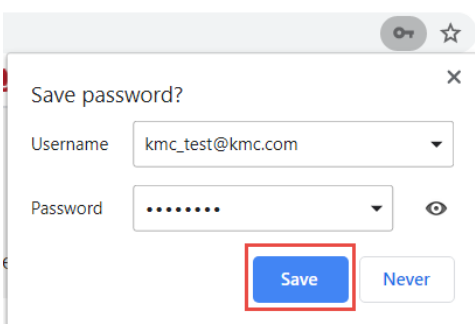


3. A new window offering you to save passwords will appear.



Make sure the 'Offer to save passwords' toggle button is switched to blue to ensure the functionality is turned on.

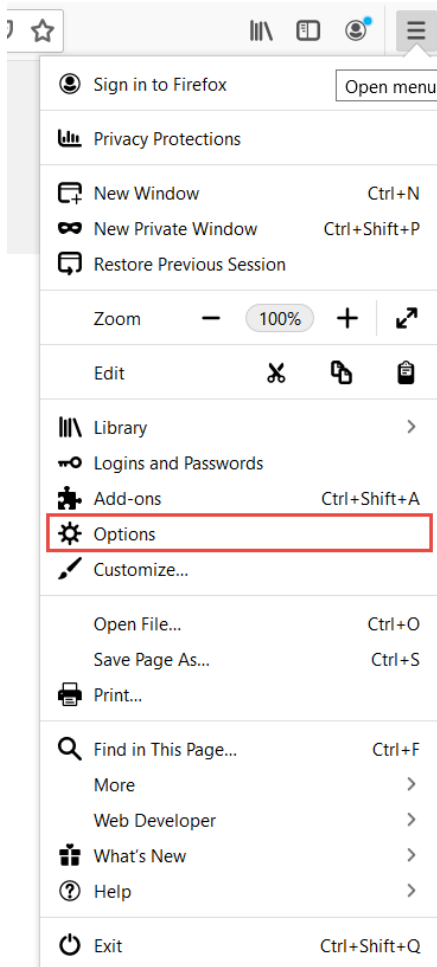
4. Now, open the Kloeckner Direct online shop and login using your username and password. A popup in the top right corner will emerge, asking if you would like to save your password.



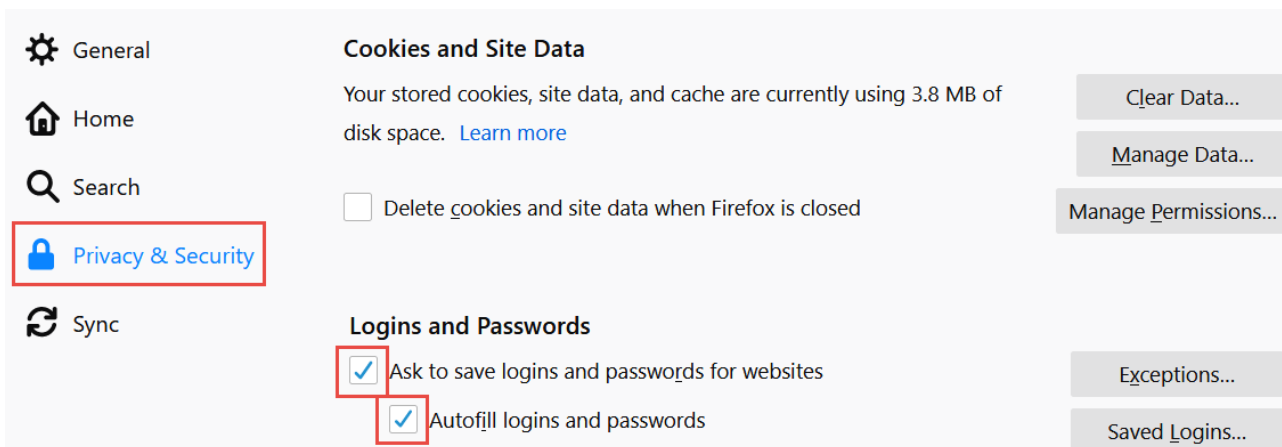
Select 'Save' to permanently save your login credentials for our online shop.

Firefox:

1. Open your browser and select the symbol in the top right corner consisting of three lines. Upon clicking, a drop-down menu will appear. Please select 'Options'.

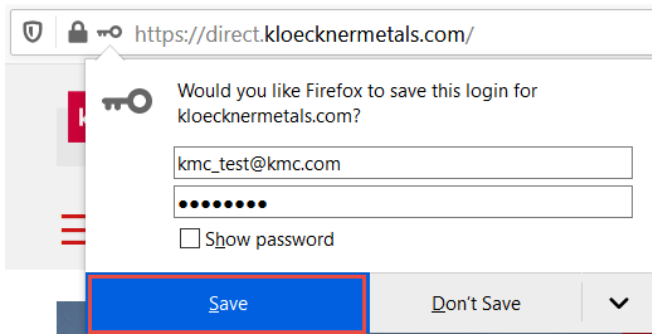


2. On your left please choose 'Privact & Security' and scroll down to activate the function 'Ask to save logins and passwords for websites'.



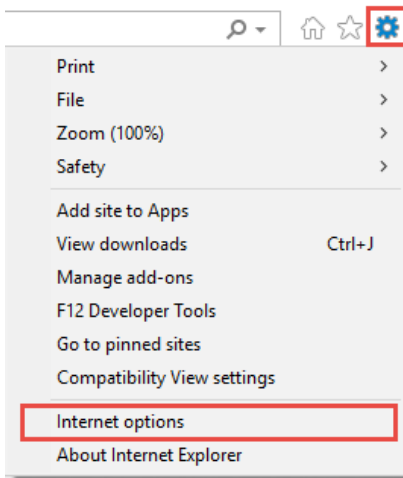
3. Now proceed by opening the Kloeckner Direct site and login using your credentials. A pop-up window will appear asking for permission to save your password.

4. Select 'Save' to permanently save your login details for the online shop.

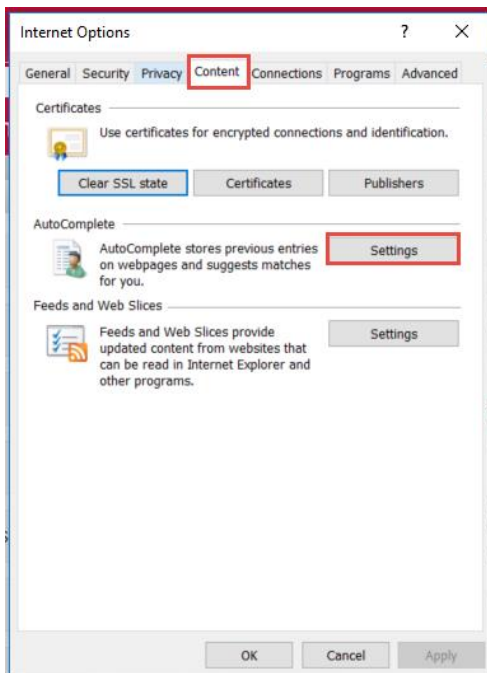


Internet explorer:

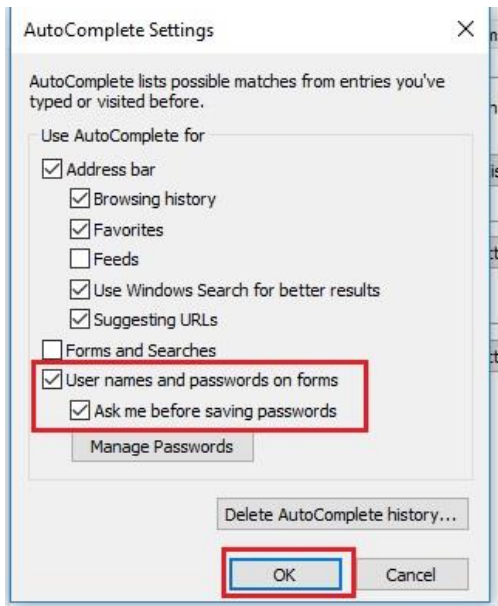
1. Open your browser and select the gear wheel icon in the upper right hand corner.
2. Within the drop-down menu select 'Internet options'.



3. A popup window will emerge with a tab labeled "Content". Choose "Settings" beneath "AutoComplete".



4. Set a tick on 'User names and passwords on forms' as well as 'Ask permission before saving passwords'. Click 'OK'.



5. Now proceed by opening the Kloeckner Direct online shop and login using your credentials. A pop-up window will appear at the bottom of the page asking for permission to save your password.



Proceed with "Yes".

I can't login. What should I do?



Perhaps you mistyped your email address or password. Please try again and be aware of capitalization. If the problem persists, please reset your password or contact your sales representative.

Can I create a RFQ in the online shop?

Yes, you can add items for request. When you find an item you would like a quote on, make your selection(s) and click the 'Add to Requests' button.

Angles Structural ASTM A529 / A36 Rolled

Merchant: KMC



Choose product dimensions

Stock products ☒

Leg A

3-1/2 3 6 7

Leg B

2 3-1/2 3 4

Leg C (Thickness)

1/4 3/8


Length

20' 0-0" 40' 0-0"

KMC

Quantity Piece ☒

ADD TO REQUESTS >

 Why is this product only available on request?

By clicking on the RFQ icon in the top right corner, your request cart will open. Click the 'Send Request' button for a non-binding, free of charge quote.

kloeckner metals

Search

Q

DIRECT ORDER

QUOTE OVERVIEW

RFQ

CART

All categories

Grandstand Plaza, Atlanta, 30338
Branch: Suwanee, GA

Contact Person

My Account

Home / Your Requests

Your request (1 item)

DELETE REQUEST

Billing address

Shipping address [edit](#)

Your reference (appears on your invoice)

Reference number, cost center, internal order number

Notes or other requests

Instructions for ordering or delivery

Requested delivery date

DD/MM/YYYY

Your Request

Sales & Delivery

KMC (1 item)

Requested

Angles Structural ASTM A529 / A36 Rolled

Merchant: KMC Item no.: A-3314-STR-MA36-ROLL-Y-0-240 Your item no.: [add](#)

Source: Domestic

1 Piece

[Remove item](#)

A request is non-binding and free of charge

SEND REQUEST >

How can I delete my personal information?

Please contact us via e-mail at kmcdigitalization@kloecknermetals.com . Add a note requesting your private data be deleted.

How do I save a bookmark?

To enable the quick and easy access to Kloeckner Direct we advise you to set a bookmark. To avoid having to type in a URL, and access the online shop directly via a tab at the top of your internet window. Just a simple click away!

If you wish to set a bookmark for the Kloeckner Direct online shop, please follow the instructions below.

Chrome:

1. Open Kloeckner Direct in your browser using direct.kloecknermetals.com as the URL.
2. Select the star symbol in the top right corner of the window.
3. A drop-down menu will open, where you can enter a bookmark name, such as 'Kloeckner Direct'. Be sure to set 'Bookmarks Toolbar' as a folder within the popup.

Q

★

Edit bookmark

Name

Kloeckner Direct Online Shop

Folder

Bookmarks bar

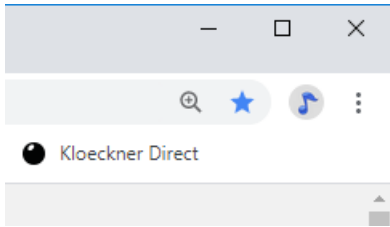
More...

Done

Remove

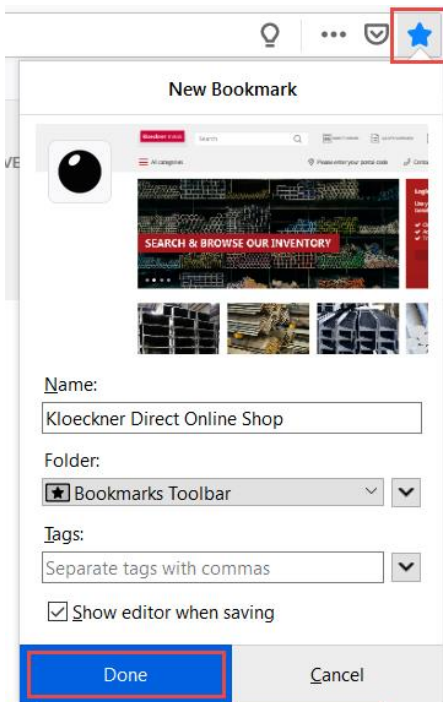
4. Click 'Done' to save your bookmark.

The next time you open your browser, the Kloeckner Direct online shop bookmark will be displayed in your bookmarks bar.



Firefox:

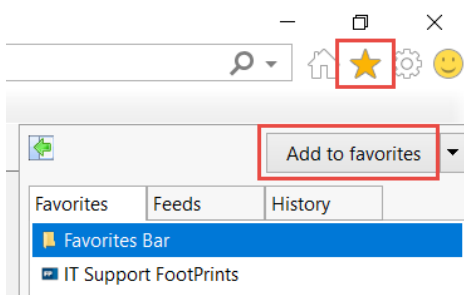
1. Open the Kloeckner Direct online shop in your browser.
2. Select the star icon at the top right corner of the window.
3. A drop-down menu will open, where you can enter a bookmark name, such as 'Kloeckner Direct'. Be sure to set 'Bookmarks Toolbar' as a folder within the popup.



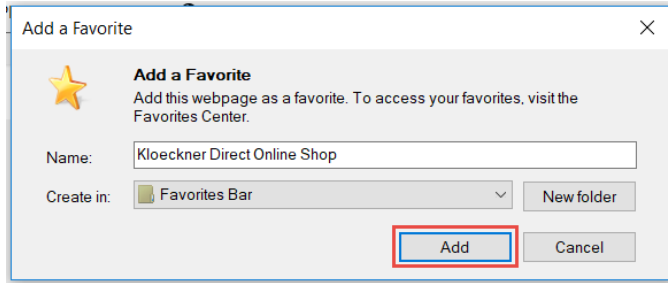
4. Click 'Done' to save the bookmark.

Internet explorer:

1. Open the Kloeckner Direct online shop in your browser.
2. Click the star symbol in the top right hand corner of the window.
3. Then click the 'Add to favorites' button.



4. A popup will open, where you can enter a bookmark name, such as 'Kloeckner Direct'. Be sure to select 'Favorites Bar' within the popup.



5. Click 'Add' and now you should see the Kloeckner Direct bookmark whenever you open your browser.

My Order

Where can I find an overview of my orders?

Immediately after logging in, you will see all your orders in chronological order (the newest first).

1. Log in to the online shop and select "My account".
Under "Order History" you will find all your orders.

A screenshot of a web application's 'My Account' page. At the top, there's a navigation bar with 'All categories', a location indicator 'Branch: Suwanee, GA', a 'Contact Person' link with a yellow callout '1', and a 'My Account' link highlighted with a red box. Below the navigation bar is a breadcrumb trail: 'Home / My Account / Order overview'. The main heading is 'My Account'. On the left is a sidebar with links: 'My Account', 'Quotes', 'Order History' (highlighted with a red box and a yellow callout '2'), 'Address Book', 'Profile', and 'Manage Users'. The main content area is titled 'Order overview'. It features a search bar with 'Date' and 'Delivery Status' filters. Below this is a table with columns: 'Type', 'Order date', 'Order number', 'Your reference', 'Estimated delivery', and 'Status'. The first row shows an order from 01/23/2020 with number 05545004, status 'Not confirmed', and a 'View details' link. Below the table, there's a summary section with fields: 'Merchant' (KMC), 'Total weight' (7,657.121 LBS), 'Total net' (\$2,940.33), and 'Placed by' (highlighted with a red box and a yellow callout '3').

2. Here you can browse your orders according to various parameters.
3. You can find out more about your order by clicking on "Details".

How can I request an update on the status of my order?

Once you have placed an order, you will automatically receive an order confirmation via e-mail, showing a recap of your chosen products. If you did not receive a confirmation email within 4 working hours, please contact your sales representative.

Can I modify or add items to an existing order if I have forgotten something?

As long as your items have not left the stock holding facility, it may be possible to change your order. In this case, please contact your sales representative referring to the exact changes that need to be done.

Can I change my delivery address for a new order?

Before placing an order, you can change the delivery address. Note: This may change stock availability! We suggest selecting your desired delivery address before adding items to your cart.

Currently, you can only change a delivery address to one available within the address dropdown. If you would like to add a new delivery address, please contact your sales representative.

What should I do if I have problems with my order?

We regret that you have encountered an issue while ordering via our online shop. Please contact your sales representative and they will be happy to help you. In the meantime, we will continue to improve our services to ensure that such errors do not happen again in the future.

Who can I make a complaint to about the product I've received?

Please contact your sales representative.

Payment/Invoice

Which kind of payment options can I use?

Currently, it is only possible to pay via invoice per agreed credit terms. We will provide other payment options in the future.

I have questions about my invoice. What should I do?

If you have any questions regarding your billing statement, please contact your sales representative. Please provide your customer number as well as your invoice number.

How can I change my billing address?

If you change your billing address, please inform your sales representative. Please don't forget to provide your customer number.

Delivery

When can I expect my delivery?

Delivery times depend on the location of your chosen products. You will be required to give a requested delivery date upon checking out, with a secured delivery date given on your order confirmation. If you require a different or an earlier date than originally requested/secured, please contact your sales representative to plan faster shipment.

When is the cut off time for next day delivery?

Generally the cut off time is 2pm for next day delivery from your local warehouse, providing the product you have ordered is in stock.

Product/Price

How can I display the available products with different delivery addresses?

Depending on the desired delivery address, the product availability online may vary. Therefore, please choose the right delivery address directly at the beginning of your search in the Kloeckner Direct online shop.

You can change the delivery address immediately after logging in by clicking on the delivery address displaying at the top of the page. A popup will open, in which you can select an already saved address.

Why are my products not available online?

In Kloeckner Direct, there are some products that are available only on request. These products are not in stock in your region, and therefore cannot be offered online as available.

How can I request products?

If you want to get a price for a product that is not available online, you can send us a request. Proceed as following:

1. Log in to Kloeckner Direct as usual.
2. Select the dimensions of the desired product and enter the desired quantity.
3. Select "Add to Requests" to add the product to your request cart.
4. Click on the "RFQ" icon in the top right hand corner.
5. Check your products first, then send us the request by clicking on "Send Request".

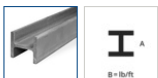

I am unable to find the product I am looking for – what can I do?

Please be aware that our current range of products shown in the Kloeckner Direct online shop is still limited. We are working on expanding our online range. If you require a product that is currently not displayed in the online shop, please contact your sales representative.

I can't enter a quantity. What shall I do?

Check to make sure you have specified all relevant measurements before typing in a quantity.

Regardless whether a product is only available in one size, typing in a quantity is only possible once measurements have been all selected. Selected measurements will be highlighted in blue. If you are still not able to define a quantity, please get in touch with your sales representative.



Choose product dimensions

Stock products ☒

Depth (inches)

4	6	8	10	12	14
16	18	21			

Weight Lb/Ft

9#	10#	13#	15#	16#	18#
19#	20#	21#	22#	24#	25#
26#	30#	31#	33#	35#	40#

Length

11' 5-3/4"	12' 8-1/2"	12' 10-0"	13' 4-0"	14' 2-0"
14' 6-0"	20' 0-0"	25' 0-0"	30' 0-0"	30' 11-3/4"
35' 0-0"	40' 0-0"	45' 0-0"		

KMC

Price **\$39.40 / CWT**

Quantity Piece ☒

Stock Availability

Selected Branch >150 PCS | >48,000 LBS

Branch Network Limited stock

Total \$126.47

Total weight 321.00 LBS

ADD TO BASKET

ADD TO REQUESTS

? What is the difference between basket and request?