

Award-winning services satisfy customers



AutomationDirect Headquarters, Cumming, Ga

AutomationDirect takes the best ideas from the consumer world to serve industrial market

As a direct seller of industrial automation products for over 15 years, AutomationDirect has led the industry in offering many customer services not typical with traditional distributors. We created a print catalog, and later an online store, that provides complete product information and pricing so that customers can make informed decisions on their automation purchases quickly and independently.

AutomationDirect's standard for products is that they are practical, easy to use, and offer a low cost of ownership. We offer quality products at prices up to 50% lower than those of more traditional distributors. Most of our products' programming software is free, requiring no initial or upgrade costs, and no software maintenance contracts.



Practical automation products, including programmable controllers

AutomationDirect has always maintained a huge inventory, allowing us to ship 99.7% of orders complete the same day. We were among the first to offer free 2-day shipping, recently made available for any order over just \$49. Shipment confirmations and any back-order status and estimated delivery information is communicated electronically to keep you informed.

Our online store is one of the most exhaustive in the industry – all technical documentation can be downloaded free of charge, as well as software and firmware updates. Hundreds of instructional videos are available for viewing without registration.



99.7% orders shipped complete the same day

Online access to your account includes viewing and changing account information, viewing order history and making payments. Customers can also obtain return authorizations online for quick and easy product returns or exchanges.

Our phone technical support staff has garnered top honors in service from industry magazine readers 11 years in a row. And with tens of thousands of active customers, our online technical forum taps into that knowledge base by encouraging peers to help each other with applications and other questions.

Other online help includes frequently asked questions, application examples, and product selection guides.

