

ShopBakerHughes – FAQs

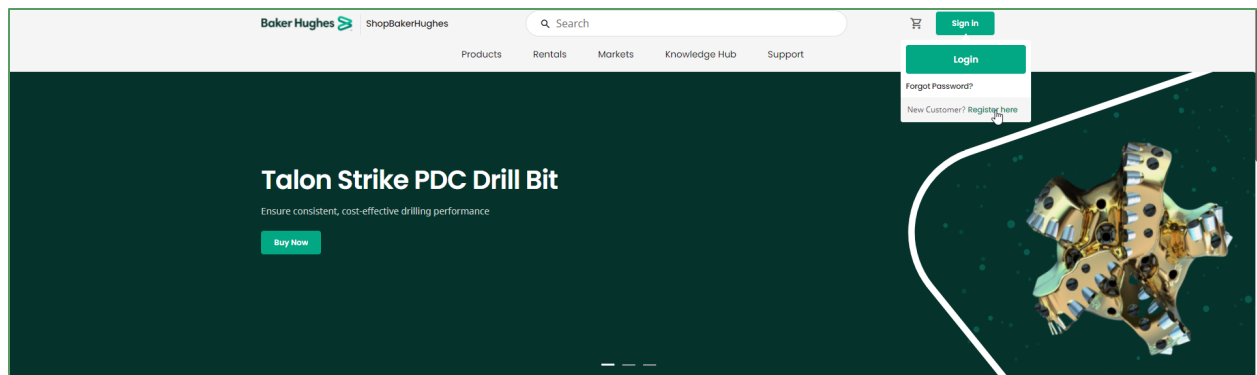
My account

Do I need a user account on ShopBakerHughes.com?

Yes, you'll need an account to generate quotations and place orders. By signing up, you can view and track orders, quickly reorder the products you buy most often, store addresses, manage your communications preferences, pay your invoices, and find special offers and discounts.

How do I set up a user account on ShopBakerHughes.com?

It's an easy 3-step process. Click the [Sign In | Register](#) link on the top right of this page and follow the instructions to create your account.



How do I reset my password?

If you've never logged in to ShopBakerHughes.com before, go to Create An Account to register. If you're already a user, follow these steps to reset your password.

Click **Forgot Password?** This will take you to the Single Sign On (SSO) password reset page and follow the instructions to reset your password.

How do I manage my address book?

With a ShopBakerHughes.com account, you can easily create and maintain an address book for the locations to which you ship most often and the billing addresses that appear on your orders and invoices.

Things to keep in mind

- We bill and ship using the exact addresses you give us, so it's important to be accurate to keep your shipments from being delayed.

- When you're paying by credit card, your billing address should match the one on your monthly credit card or bank statement.
- Put the right information in the right field (for example, put your city into the City field). If a field doesn't apply to your address, leave it blank.
- ShopBakerHughes.com speaks only English right now, so leave out accent marks and non-English characters.

My quotations and orders

Can I make a purchase for an international location?

Unfortunately, no - ShopBakerHughes.com currently only caters to USA locations for deliveries. International customers can get in touch using the "Contact us" option and we will follow-up to get you a quotation for products you're interested in, based on the details provided in submitted form. International ordering will launch in 2022, stay connected with us for more details on this!

How do I request for a quotation?

If the product is available on ShopBakerHughes.com, you can generate a quotation using the "Quick Quote" option on any product page. If we don't have the product available online, you can make a request to add the product or contact us to request a quotation.

The screenshot displays the product page for Cronox Corrosion Inhibitor. The product is identified as RT11500-10. The price is listed as \$262.74 per 55 (US) Gal Drum, with a note that pricing is applicable only for USA locations. The quantity is set to 1. There are options for pickup or delivery. A 'Quick quote' button is highlighted, and an 'Add to cart' button is also visible. The lead time is 4 to 6 weeks, with a note that shipping may impact lead time. The page includes a search bar and navigation links for Products, Rentals, Markets, Knowledge Hub, and Support.

You can also create a quote for multiple products once you've added them to your cart. You will see the "Create Quote" option in your cart.

Your Cart

CRONOX Oil Soluble Corrosion Inhibitor RTT1400-10
 Unit price: \$757.35
 Lead time: 4 to 6 weeks
 Total price: **\$757.35**
 55 (US) Gal Drum
[Remove from cart](#)

IsoVision Client 10539254
 Unit price: \$15,000.00
 Lead time: 1 week from purchase
 Total price: **\$15,000.00**
 copy/year
[Remove from cart](#)

Order Summary
 Subtotal: \$15,757.35
 Tax: Not yet added
 Discounts: \$0.00
Order total: \$15,757.35
 Discounts Code
 Enter code

Which carrier will you use to ship my order?

Baker Hughes works with several approved carriers to provide you the most competitive rates.

Will I be charged sales tax or additional fees?

We'll calculate all sales taxes and additional fees that may apply to your order and display them at checkout.

My company is sales tax-exempt. How do I get the sales tax removed from my order?

Please send us your company's sales tax exemption certificate before ordering. Once the Baker Hughes tax team has validated it, we'll update your account to reflect your company's tax-exempt status. The tax validation process usually takes about three business days.

I'm in the US. What do I need to do to order explosives on ShopBakerHughes.com?

We offer a range of products that require a license from the US Bureau of Alcohol, Tobacco and Firearms (ATF). If you're ordering in the US, you'll see the tag on the product page. To ship your order, we'll need to have your latest and valid ATF license on file, along with the list of your employees who are authorized to order and receive, and an authorized ship-to address.

What do I need to do to cancel or modify an order after placing it?

Unfortunately, no - ShopBakerHughes.com doesn't accept online order cancellations or changes currently. Please contact us if you need help with your order.

Does ShopBakerHughes.com offer a warranty on products I order online?

Yes, we do. Please refer to Section 4 of our terms and conditions of sale to know how and under what conditions our warranty applies. It's important to note that all sales on

ShopBakerHughes.com are final, and we only accept returns for refund or exchange under the terms of the warranty.

How will I know the status of my order?

When you place an order, we'll send you an e-mail confirmation to let you know we've received your order. When your order ships, we'll send you a second e-mail with the shipment information.

How do I reorder a previous order?

Click on **Your Profile > My Orders** and click the **Details** button beside any order upon which you will be presented with the option to **Reorder**. You can even change the quantity, add more products, and modify your billing, shipping or payment information before you check out.

I have a discount coupon. How do I use it?

You can apply your discount coupon to your Shopping Cart at checkout.

My payments

Which payment methods can I use on ShopBakerHughes.com?

We accept American Express, Discover, MasterCard and Visa credit cards. You can also pay by wire transfer, or, if you have a line of credit with Baker Hughes, include your PO number and/or attach your PO at checkout.

What's a line of credit and how do I apply for one?

Please use the [Contact us form](#) to apply for a line of credit. Baker Hughes assesses the information and sets a limit on the amount up to which you can make purchases using a PO and pay your invoices afterward. We keep your information strictly in confidence and use a proprietary algorithm to determine eligibility. If we deem your company ineligible, or your approved line of credit isn't enough to cover the size of your order, we'll let you know so you can complete your order using another mode of payment.

How do I pay my invoices by credit card?

You can pay your invoices online, even if they aren't for products you bought on ShopBakerHughes.com, provided they are each US \$10,000 or under and issued by Baker Hughes Oilfield Services LLC in the United States.

Didn't find what you were looking for? Get in touch with us using the [Contact us form](#).

