



CUSTOMER FAQ – Reliable Parts & AMRE Supply

Last updated: September 16, 2025

Introduction

We're excited to announce that AMRE Supply is joining forces with Reliable Parts to form a stronger, unified company with an even broader product offering, dedicated to serving you even better. This partnership combines the product selection, expertise, and service excellence of both organizations to enhance your experience. We've created this FAQ to provide clear information and reassurance throughout the transition.

General Questions

Q: Why is AMRE Supply joining Reliable Parts?

A: To combine strengths, expand product and service offerings, and deliver even greater value to our customers.

Q: How will this change affect me as a customer?

A: Both businesses will continue operating as usual, with no immediate changes expected. We're committed to a smooth transition with minimal impact to our customers. Over time, we look forward to expanding benefits like product availability and service enhancements. Customers will be notified in advance of any updates.

Q: What are the benefits?

A: A wider selection of brands, better inventory access, and the combined expertise of two market leaders—working together to meet the needs of your business.

Q: How will branding and logos be handled?

A: Both the Reliable Parts and AMRE Supply names have built trust and loyalty from our customers across Canada for over 150 years combined. Both are highly recognized, and our goal is to leverage the value of both brands.

Branches & Teams

Q: Will local branches still operate as usual?

A: Yes, local branches will operate as usual at this time.

Q: Will I still work with the same sales and service teams?

A: Yes, the same people you know and trust remain your first point of contact for both businesses.

Q: Are any locations closing?

A: There will be no location closings at this time. We will continue to examine the footprint across Canada to best serve our customers and provide any updates in advance of changes.

Accounts, Pricing & Terms

Q: Will my account number change?

A: For the foreseeable future your existing AMRE account number will be required when placing an order with AMRE and your Reliable account number will be required when placing an order with Reliable.

Q: Will my account or credit be merged between AMRE and Reliable Parts?

A: Not at this time. Please continue to contact each business directly for any account or credit-related inquiries.

Q: Will my credit terms be affected?

A: Your current credit limit, terms and conditions will not change. If you require assistance with your credit or account please reach out to each business independently.

Q: Are there any changes to payment processes or banking information?

A: Please continue sending payments to the same address currently used for both businesses. If you pay via online banking, no action is needed—please continue using your existing payment methods. We will provide you with notice of changes in advance.

Q: Will my account pricing change?

A: Pricing and discounts structures will not change for either business. Future price changes will reflect standard business factors and prevailing market conditions, such as manufacturer costs.

Q: Will there be any changes to current freight terms or programs?

A: Freight terms and programs will not change. Future changes will reflect standard business factors and prevailing market conditions, such as carrier costs.

Q: Will my account statement be combined for AMRE & Reliable purchases?

A: You will continue to receive separate statements for each company until systems are consolidated. We will provide you with notice of changes in advance.

Q: Can I use credits on my Reliable account to offset AMRE invoices (or vice versa)?

A: Credits will be issued by the company where the original purchase was made.

Purchasing, Ordering & Returns

Q: If I have an account at one company, can I buy from the other?

A: In the short term, you will need to open an account with the other company first. You may open an account or apply for credit at either business by completing an Account Application. Contact customer service or your sales representative for help. Please click link for application:

[Reliable Parts](#) | [AMRE Supply](#)

Q: Will my website login or online ordering process change?

A: The ordering process and log-ins will not change. Please continue to use both the AMRE and Reliable websites as usual.

Q: Will telephone numbers, call center contacts, and websites remain the same?

A: All current phone numbers, call center contacts, and websites will not change.

Q: Will product selection or inventory change?

A: In the short term no changes are expected. Over time, we look forward to providing a broader selection as we align assortments and leverage shared inventory. Announcements will be sent out in advance of these exciting improvements.

Q: Can I return parts purchased at AMRE to Reliable locations, or vice versa?

A: Please return items to where you originally purchased them, following that company's current returns policy.

Q: What about warranties, returns, and credits?

A: All existing warranties, return policies, and credits will continue to be honored by the company from which the original purchase was made.

Q: Will there be any changes if I use an integrated third-party software to place orders?

A: There will be no changes to these platforms and all will continue as normal. We expect no impact to these platforms in the short or long term.

Support & Contacts

Q: Who should I contact if I have questions?

A: Please continue to contact your current AMRE or Reliable branch, account manager, or customer service team. Still need help?

Reliable Parts:

Richard Heaven, VP of Sales

richard.heaven@reliableparts.com

m 604-813-4750

AMRE:

Steve Brown, National Sales Manager – Appliance Parts

stephen.brown@amresupply.com

m 416.435.6583

Denis Trottier, National Sales Manager

denis.trottier@amresupply.com

m 613.294.9916

Closing Note

While many changes are happening behind the scenes, one thing remains unchanged: our commitment to supporting your business and delivering the dependable service you rely on every day.

We are embarking on a comprehensive evaluation of our business processes and systems to identify the most efficient and effective path forward. Our goal is to enhance the support we provide to you. This will involve close collaboration, strategic planning, and a thoughtful rollout of improvements.

Thank you for your continued support during this exciting transition. If you have any questions or concerns, please don't hesitate to reach out to your local representative, branch manager, or customer care team. We're here to help and eager to assist you.

We look forward to serving you and delivering even greater value with combined resources and a broader product line in the years ahead.