

# Company Profile

Overview brochure



**UNITED**<sup>®</sup>  
Fasteners



# Welcome to our **family business**

**Our people are our greatest assets. We care about your business and its success, we're dedicated to delivering excellence and building lasting customer relationships.**

Our team of over 300+ people are technical experts and solution focused individuals, with in-depth product knowledge and sourcing experience across fastening products and industrial supplies. We're driven to fully understand our customers' needs and wants.

In addition, we employ professional engineers who have significant experience in the design and application of fasteners.

Our Head Office (located in Sydney), offers support to our network of branches across Australia.

**Phillip Mitchelhill**  
Director

**Sam Mitchelhill**  
CEO

**Sandy Mitchelhill**  
Chief Sales Officer



Our Wingfield (SA) branch  
celebrating our 20th  
Anniversary in 2021



# We're Australia's largest independent distributor of **fasteners & industrial supplies**

**We're an Australian family owned Company, that cares about your business no matter how big or small. With the industry leading DIFOT, you can trust United Fasteners with your projects.**

Over the years we have established ourselves as a market leader and are recognised for exceptional service, timely delivery, competitiveness, and total solutions.

We offer over 75,000 product SKUs, sourced from over 500 trusted suppliers. Our range includes: fasteners & fixings, construction & anchoring, abrasives, cutting & drilling, sealants, adhesives, lubricants, hand tools, safety, materials handling, petrochemical and special manufacture.

We're extremely proud to be a family owned, Australian independent company.

## **Mission**

To supply everything you need to **keep it together**, in full, and on time.

## **Values**

- We care about our customer's continued success by being their trusted advisors
- Our customers are our partners and our livelihood
- To care and respect our customers, we first must care and respect each other
- We will strive to set a DIFOT (Delivery In Full, On Time) that is the industry's benchmark
- We will continue to drive business growth through The United Way



**100%**  
Australian  
owned



**300+**  
Technical  
experts



**75K+**  
Product  
SKUs



**15**  
Branches  
nationwide



**2,000+**  
Orders  
a day



**\$25M+**  
Stock  
holdings



# We supply products that keep your projects **together** & **on-time**



### **Huge range of products**

We offer over 75,000 product SKUs, sourced from over 500 trusted suppliers. Our range includes: fasteners & fixings, abrasives, cutting & drilling, sealants, adhesives, lubricants, hand tools, safety, construction chemicals, materials handling, petrochemical and special manufacture.

Our stock holdings are over \$25m, ensuring we have what you need.

### **Bespoke services**

We employ professional engineers who have significant experience in the design and application of fasteners. We can support you and source individual customer engineered fasteners to the required standards, assist with technical part drawings and customer manufacture in the required size, material, and surface.

We also help streamline and simplify purchasing, procurement, materials management, warehousing, maintenance and production processes. We achieve this through inventory management solutions such as; KanBan, consignment stock, on-site mobile container storage and custom packaging.

### **National distribution**

We have a national footprint, with 15 branches across Australia. This national presence, combined with our on-the-road and phone-based sales teams, enables us to meet the needs of our customers regardless of location.

Each branch carefully selects their most efficient local courier, in order to meet and exceed our customer delivery expectations.



## 75K+ Product SKUs

Our extensive product range includes bolts, nuts, screws, anchors, industrial supplies and more, all designed to meet the highest industry standards.



## Same day delivery

With morning and afternoon runs, we work around your requirements to ensure a fast delivery.



## Technical expertise

Whether you need technical advice, customised solutions, or help finding the right fastener for your specific application, we've got you covered.



## National distribution

We have a national footprint, with 15 branches across Australia.



# Everything you need to **keep it together**



**We offer over 75,000 product SKUs, sourced from over 500 suppliers, available from our branches throughout Australia.**

Our range includes: fasteners & fixings, construction & anchoring, abrasives, cutting & drilling, sealants, adhesives, lubricants, hand tools, safety, materials handling, petrochemical and special manufacture.

We source and supply standard and non-standard fasteners. Additional to fasteners manufactured from mild, high tensile and stainless steel we have expertise in the supply of fasteners manufactured from more exotic materials such as Duplex and Super Duplex stainless, nickel and copper alloys, Durehete, and more to suit all requirements.

Our stock holdings are in excess of \$25m worth of product, ensuring we have what you need.



## Fasteners & Fixings

- Bolts
- Structural & Purlin
- Threaded Rod & Studs
- Construction & Anchoring
- Screws
- Socket Cap Screws & Plugs
- Nuts
- Washers
- Rivets & Nutserts
- Brass
- Bright Steel
- Clinch Fasteners
- Fastening Hardware
- Foundation
- Nails & Brads
- Nylon
- Petrochemical
- Pins, Clips & Springs
- Security
- Track & Plow



## Industrial Supplies

- Abrasives
- Cutting & Drilling
- Paints, Chemicals & Lubricants
- Sealants & Adhesives
- Automotive
- Tools & Equipment
- Lifting & Rigging
- Safety
- Cleaning & Hygiene
- Tapes & Packaging
- Materials Handling & Storage

# Bespoke services, tailored to **your needs**

**With our technical expertise, sourcing experience and solution focused individuals, we help increase efficiencies and reliabilities for our customers.**

We've developed bespoke service packages which help increase efficiencies and reliabilities. We're always on hand to support.



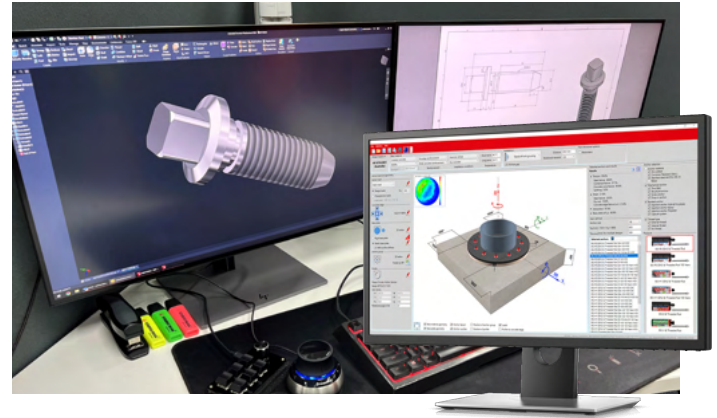


## Inventory Management

Reduce waste, time and resources with our Inventory Management solutions.

Managing stock, ordering, and delivery can be time consuming and costly. At United Fasteners, we take care of purchasing, procurement, materials management, warehousing, maintenance, and production processes so you can focus on running your business.

Our focus is providing quality products on time and in the most cost-effective manner. From modest lockable storage cabinets to smart technology systems, we provide a solution that's right for your business.



## Technical Support

We provide the necessary technical support from project design to project implementation.

We have the capabilities to supply fastening and anchoring solutions that meet your specified requirements and budget parameters. Our technical team have the qualifications, experience and expertise to provide fastening and anchoring solutions that are safe, reliable and cost-effective.

We specialise in custom manufacturing, including lathed, cold-forged, hot-forged, milled, stamped, punched, and assembly parts.

Our technical team help ensure products and applications comply to the relevant standards or performance requirements.



Keysborough (VIC)



Wingfield (SA)



Perth (WA)



# Established in **2001**



**The Mitchelhill family established United Fasteners in February 2001 as a customer focused distributor of industrial and construction fasteners.**

This recommenced the rich history of the Mitchelhill's involvement in supplying products to Australian industry, which began in the 1940's with Albert H. Mullings Pty Limited (Mullings Fasteners).

Over the years we have expanded and grown our physical branch network, services and product ranges. We continue to innovate and adapt to the industry and our customer needs.

The business is still proudly owned and run by the Mitchelhill family.



United Fasteners Australia Pty Ltd was established by the Mitchelhill family in February (2001), with branches in Brisbane, QLD and Mackay, QLD.



The previous ten years were spent establishing our branch network.

We then opened two new branches in NSW, the first Sydney (2016) and the second Wagga Wagga (2017).



To expand our service levels in Melbourne, a second branch was opened in Epping, VIC early (2018).

In July (2018) we opened our 10th branch, in Canberra, ACT.



We moved our Perth, WA and our Southern Melbourne, VIC operations (2020) into brand new purpose built sites after outgrowing our previous premises.



After outgrowing our previous premises, we relocated our Epping, VIC branch to a newly built, purpose-designed facility in 2024.

2001  
2005

2016  
2017

2018  
2019

2020  
2022

2024

2026



A few years later we opened further branches in Adelaide, SA (2001), Gladstone, QLD (2003), Perth, WA (2004) and Melbourne, VIC (Springvale) (2005).



Due to increased demand in Adelaide, a second branch was opened in Melrose Park, SA early (2019).



United Fasteners acquire Fastener Specialists Pty Ltd (2022) in Southern NSW, increasing our warehouses to 13 across Australia.

In the same year, our Lidcombe branch (NSW) moved to a larger warehouse in Eastern Creek.



Early 2026 we opened Cairns and Townsville.

This expansion marks a significant step in strengthening our footprint across Queensland and increasing our reach in the Far North.

# Big or small, we tailor to **all**

**We supply products and services to major projects, Tier 1 builders, through to small independent machine shops, with a consistent commitment and care, to improve our customer's business.**

Our client base includes businesses across all sectors. They come to us for unrivaled expertise in supplying both standard/non-standard fasteners and associated industrial supplies.

## **What our clients say**

"We have been able to build strong relationships with their staff and they have taken the time and effort to understand our business and our needs"

**Fantech**

"United provide valuable support to our operations in continually finding innovative solutions"

**AL-KO international**





**Industrial**



**Construction**



**Manufacturing**



**Defence**



**Mining**



**Energy**

# We're a one stop shop for our **customers**



### **1. Knowledge & technical expertise**

We pride ourselves on our in-depth knowledge and technical expertise in the fastener industry. Our team of experts provide valuable insights and recommendations to help customers find the right solution for their specific needs.



### **2. Industry experience**

With years of experience in the fastener industry, we have gained invaluable insights and expertise. Our deep understanding of market trends, industry standards, and customer requirements allows us to deliver solutions that meet and exceed expectations.



### **3. Reputation for exceeding expectations**

We're committed to exceeding customer expectations in every aspect of our business. Our reputation for exceptional service, quality products, and reliable support sets us apart as a trusted partner in the industry.



### **4. Customer-centric approach**

We genuinely care about our customers and are relentless in solving their problems. Our flexible and agile approach allows us to adapt to our customers' evolving needs and provide customised solutions including inventory management and custom fasteners.





## 5. Product range breadth & depth

As a one-stop shop for fasteners and industrial supplies, we offer a comprehensive range of products to meet diverse requirements. With our easy-to-use product catalogue and website, customers can find the exact product they need, precisely when they need it.



## 6. Trusted, quality-assured supply chain

We have built a trusted and quality-assured supply chain that ensures the reliability and consistency of our products. By partnering with reputable suppliers and implementing stringent quality control measures, we guarantee the highest standards of quality and performance. We meet and exceed all corporate social obligations, acknowledging our people, environmental and community duties.



## 7. Dependable

Customers rely on us for dependable service and support across our nationwide network of branches. Our commitment to reliability means that customers can trust us to deliver on our promises, every time.



## 8. Honest & professional

Integrity and professionalism are at the core of our business values. We conduct ourselves with honesty, transparency, and integrity in all our interactions, earning the trust and respect of our customers.



## 9. Industry-leading DIFOT

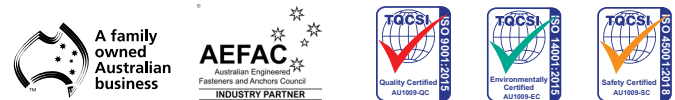
We take great pride in our DIFOT (Delivery In Full, On Time) performance. Our large stock holdings, efficient logistics, and distribution network ensure that orders are delivered accurately and promptly, minimising downtime and maximising customer satisfaction.



## 10. Australian owned business

As an Australian-owned family business, we are deeply committed to supporting the local economy and serving the needs of Australian industries. Our roots in the community reinforce our dedication to providing exceptional products and services tailored to Australian customers.

### Accreditations



Adelaide (SA), Perth (WA)  
& Head Office (NSW)



Get a quote today  
**1300 580 954**  
**[unitedfasteners.com.au](http://unitedfasteners.com.au)**

