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## SALES

# PRODUCT PURCHASING PROCEDURE

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Before product or design services can be ordered from PEI, the part must be submitted for a quotation within the previous 60 days. If a company is purchasing additional quantities of an existing product, submitting an order will initiate a review of the last quotation and if it has been over 60 days, a 'Re-quote' will be generated.

PEI accepts only written requests for product or design services; verbal requests are not formally scheduled until the document arrives either by fax, e-mail, or postal mail.

### **Ordering with Purchase Order**

If the customer has established credit with PEI and they are in good credit standing, then the P.O. will be accepted and the order will be entered into our system as of the date that it is received at our office. Please note that all orders are entered into our schedule in the sequence in which they are received. However, for those occasions when delivery is needed sooner than our normal schedule will allow, we offer expediting services whenever possible. For more information on that policy, please visit our Documents web page.

### **Credit Card Purchasing**

For customers purchasing product or services with a credit card, we must receive both the credit card information as well as a P.O. or purchase letter on company letterhead. As for those customers who have established credit with us and are purchasing product or services, we require specific information in order to process the order, regardless of payment method. In particular, the information we require is as follows:

- 1) PEI name and CORRECT address
- 2) Company Name
- 3) Ship To address
- 4) Purchasing individuals name
- 5) Date of purchase order
- 6) Customer's and/or PEI's part number including revision level
- 7) PEI Quotation number
- 8) Quantity of product to be purchased
- 9) Ship date(s) and release quantities
- 10) Total amount of P.O. value

Please note that if the above information is not provided at the time of ordering, then the order will not be entered into our system until we obtain that information. In order to avoid delays, we strongly urge all customers to provide the above information at the initial time of ordering product.

### **Order Acknowledgement**

Once an order is received and all information is verified, we will reply with a written Acknowledgement stating the above information. Please note that we will do everything possible to honor requested ship dates, however, we do not guarantee or warrant ship

dates. For more information on this, please refer to our Terms and Conditions policy, which can be found on our Documents web page under the heading 'Customer Service'.