

SERVICE BULLETIN

NO. 283 DATE: 09/05/08



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To: All Domestic Authorized Service Agents

Subject: Lead Time on Spare Part Orders

We are pleased to announce we are changing our standard lead time from 5 working days to 3 working days. We have been evaluating our process and have worked to streamline our process. We hope this will help our Service Agents better service their customers. The normal ground orders will now be processed within 3 working days. We hope this will also cut down on the number of Air orders we receive throughout the day.

We do need to put through one change that will help us institute this change. Our once a month free stocking order will need to increase the lead time to 7 days. We are still going to offer the free shipping on your once a month stocking orders. However to process the normal orders we need to move back the larger orders to allow more time for picking and packing.

Effective September 15th we will be changing the lead time from 5 working days to 3 working days. Your once a month stocking orders will go from 5 working days to 7 working days.

Please contact us if you have any questions.