



## Program Details, Schedules and Deliveries (QSP - Rush - Standard Orders)

Pottorff Air Product Sales offers three categories of order schedules that are specifically designed to meet the dynamic requirements of your customers. While orders may be placed by U.S. mail, courier mail, fax or e-mail, Pottorff Air Product Sales requests that you refrain from placing orders, especially Standard Orders, over the telephone. **Please note that the inherent risk of misunderstanding verbal orders is assumed by the Buyer.** Pottorff Air Product Sales takes great pride in meeting its scheduled ship dates. However, in the rare case that Pottorff Air Product Sales misses a RUSH or QSP ship date, Pottorff Air Product Sales will not invoice the extra RUSH or QSP charge.

### **24-Hour QSP - Call us for availability and pricing.**

Rush Orders must be identified as "24-Hour QSP" - add 35% - or \$35.00 whichever is greater.

### **3-Day QSP - 20% extra cost - or \$20 whichever is greater.**

3-Day QSP Orders are small to medium sized orders of specific products that can be shipped in three days from receipt of order because of their simplicity. Specific model and size information is provided in the "Quick-Ship Program."

Orders received **Before Noon PST** are scheduled to ship in three working days; orders received **After Noon PST** are scheduled to ship in four working days. As an example, if a 3-day QSP Order is received before noon on Thursday (the 12th), then the order would be scheduled to ship on Monday (the 16th). 3-Day QSP Orders must be identified as "3-Day QSP - add 20%."

### **5-Day RUSH - 15% extra cost - or - \$15 whichever is greater.**

The 5-Day RUSH Program is designed for time critical orders and includes the majority of our product offering. Products available on a RUSH basis are listed in our "Quick-Ship Program". There are limited finishing capabilities on RUSH orders and non-stock actuators are typically not available.

Orders received **Before Noon PST** are scheduled to ship in five working days; orders received **AFTER NOON PST** are scheduled to ship in six working days. As an example, if a 5-Day RUSH Order is received before noon on Thursday (the 12th), then the order would be scheduled to ship the following Wednesday (the 18th.) Rush orders must be identified as "5-day RUSH - add 15%."

### **7-Day RUSH - 10% extra cost - or \$10 whichever is greater.**

The 7-Day RUSH Program is designed for time critical orders and includes the majority of our product offering. Products available on a RUSH basis are listed in our "Quick-Ship Program". There are limited finishing capabilities on RUSH orders and non-stock actuators are typically not available.

Orders received **Before Noon PST** are scheduled to ship in seven working days; orders received **AFTER NOON PST** are scheduled to ship in eight working days. As an example, if a 7-Day RUSH Order is received before noon on Thursday (the 12th), then the order would be scheduled to ship the following Friday (the 19th.) Rush orders must be identified as "7-day RUSH - add 10%."

### **Standard Orders**

Standard Orders are scheduled for the earliest available production completion date. The schedule is our best estimate, not a guarantee, of when orders will ship and our ability to maintain schedules is typically quite good. Production lead times are approximately two to three weeks from receipt of order. Add two to three weeks to standard lead times for products requiring painted or anodized finish. Consult factory for lead-time on non-stock actuators.

### **Sales Order Number (SON)**

Upon receipt, each customer purchase order is assigned a sales order number (SON) and a scheduled shipment date. The SON allows us to track all orders and provide rapid information regarding production status, shipping information and billing details.