



DATE: July 14, 2003

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PRODUCT: All EMI Products

To All EMI Distributors:

To better serve you in the processing of orders to EMI, please review the following overview of policies and procedures.

1. You may contact customer service (Tel: (800) 228-9364) for product pricing, availability, or to check your multiplier, prior to faxing in your orders (Fax: (800) 232-9364).
2. EMI will acknowledge receipt of your order and scheduled ship date within 24 hours of receipt of fax. Note that if you have not received an order acknowledgement in 24 hours we suggest you contact us again regarding the order.
3. Freight quotes will be prepared and communicated within 24 hours (excluding export orders). When requesting freight quotations please have the zip code of delivery address available, as well as any special delivery instructions (ex. Limited delivery hours, sidewalk delivery, etc.).
4. For same day shipments or “will calls” from regional warehouses – order must be received before 10 AM – (EST).
5. For same day shipment parts orders must be received by 12:00 EST.
6. Lead-time for kit orders is 5 working days.
7. All orders are subject to credit approval prior to shipment. The credit review process may be reactivated for existing customers for a variety of reasons. This may slightly delay shipping your order. Reasons for review include:
 - Order (s) in excess of existing credit limit
 - Current status of account
 - Lack of activity for extended time periods

We thank you for you're continuing business.