

Purchase Order Submission Policies and Procedures

For the purposes of providing the utmost quality of customer service, customer satisfaction and delivery of accurate products, Proportion-Air, Inc. and its interested parties are expected to abide by the following procedures in accordance with Proportion-Air, Inc.'s Quality Policy and Quality Objectives along with ISO9001:2015 standards.

1. All purchase orders submitted to Proportion-Air, Inc. will be audited by the customer service team to confirm the following:
 - a. Purchase order number
 - b. Accurate ship-to address
 - c. Accurate email address for invoices
 - d. Correct modern part number
 - e. Current pricing
 - f. Shipping method(s)
 - g. Payment terms
2. Orders should be submitted via email to orderdesk@proportionair.com.
3. All orders with quantities over either six (6) units or nonstandard units will require lead time confirmation from procurement and production teams before estimated ship date will be confirmed.
4. Confirmation of the sales order from Proportion-Air, Inc. will be provided when all information matches the provided purchase order submitted and will be assigned an estimated ship date.
5. Ship dates are subject to current production lead time.
6. Orders totaling less than \$150 (USD) list will be assessed a non-negotiable "Small Order Admin Fee" of \$10.
7. Quote or Application numbers are encouraged at the time of order if applicable.
8. Expedite requests must be approved in writing by Proportion-Air, Inc. before submitting a purchase order containing an expedite.
9. Order discrepancies must be submitted within 60 days of receipt of order.

For the quickest service and response time, contact a customer service representative or an application specialist for current pricing, lead time and any additional information.

