

Veris Logistics Offer

THIS OFFER IS EFFECTIVE FROM MARCH 1ST, 2015



SHIPPING LEAD TIME

(Excluding Transportation Lead Time)

*Max Qty. Information available upon request.

Lead Time Tiers	Stock Type	Description	Normal Order to Ship Lead Time
Level 1	Made to Stock (MTS), finished goods levels vary by part number	Products shipped from stock	D+ 0/ D+*
Level 2	Made to Order (MTO), and large order (Greater qty. than Qmax)	Products not stocked and quantities greater than the maximum threshold	Date to be established within 48 hours of order receipt
Level 3	Project Based Orders	Power Metering Products	Ship date to be established based on capacity

NORMAL ORDERS

LEVEL 1

- Items made to stock will be shipped the same day (D+0) if orders are received before 1:30 PM Pacific Time else will be shipped the next day (D+1). In the event an order cannot be shipped by D+1 a confirmed ship date will be provided.

LEVEL 2

- Order quantities that exceed a fixed quantity threshold (Qmax) will be deemed "large order" a confirmed ship date will be provided.*

LEVEL 3

- Power Meters products will be considered as project based orders and hence order management team will confirm a ship date based on the manufacturing capacity and current open orders.

EXPRESS ORDERS

- To ensure same day shipping please mention EXPRESS ORDER and place before 1:30 PM PST.

CUT-OFF TIMES

- Any normal order confirmed after 1:30 p.m. Pacific Time may not be shipped the same day (i.e. "D" will be the following day). Please allow time to ensure your order is keyed in before the cut-off.



ADMINISTRATIVE ORDER PROCESSING

Orders are accepted via website, e-mail, EDI, customer web portals, phone and fax.

SHIPPING CONFIRMATION OF ORDERS

- Once we receive an order, we quickly validate several key factors before processing the order. These include:
 - Price
 - Part Number & Quantity
 - Customer Credit Status
 - Delivery location & terms
- Ship notification is sent automatically on the night of the shipment
- Credit blocks and/or delays in validating any of the above will result in the order not being confirmed for shipping purposes. As such, "D" will start once the credit block has been removed and/or the other aspects validated.



SHIPPING OF GOODS

Customers may indicate one of the following options. Our default method is *Partial Line Shipment for the USA and Complete Order Shipment for international orders.*

- **Partial Line Shipment:** Partial quantities from each order line may be shipped independent of the same lines total quantity.
- **Complete Line Shipment:** Each order line may be shipped complete independent of other order lines.
- **Complete Order Shipment:** All order lines are shipped at one time. The item with the longest lead time will determine the shipping date.



TRANSPORTATION & DELIVERY

Generally, we organize all transportation, delivery lead time is based on service level selected. We support shipping:

- Parcel ground and air
- Ground freight
- Air and Ocean Freight (*International deliveries only*)
- Incoterms 2010 Ex-Works Portland, Oregon USA apply

All shipments will include a packing list and other standard shipping documents(s) as required by the carrier, service level or Incoterm.

The invoice will be sent to you after the goods ship.



CLAIMS AND RETURNS

Please see commercial returns policy for details.

- All logistical, technical, or commercial claims must be made to the Customer Service team immediately. They will assist with a claim and arrange a RMA (Return Material Authorization) if necessary. All product returns must be accompanied by a RMA.