

Expedite Program Terms and Conditions

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.

All expedites should be submitted to Proportion-Air, Inc. in accordance with the Purchase Order Submission Policies and Procedures and the following:

1. Any expedite requests must be approved in writing by Proportion-Air, Inc.'s management.
2. Confirmed expedites for **Proportion-Air** and **Burling Valve** brand products are available in the following options and associated fees for direct customers:
 - a. 24 hours from receipt of purchase order: 50% of quoted price added
 - b. 3 Working Days from receipt of purchase order: 35% of quoted price added
 - c. 5 Working Days from receipt of purchase order: 30% of quoted price added
 - d. 2 Weeks from receipt of purchase order: 20% of quoted price added
3. An accurate PO must be received by 12:00 PM Eastern time (U.S.) for that business day to count towards expedited time frame.
4. Expedite fees are non-refundable. If product is defective upon arrival, the unit must be returned to the factory to determine the method of failure to RMA department. Confirmed factory defect could result in refund of expedite fee.
5. Expedite approval is valid for 48 hours.
6. Discounts do not apply to expedite fees.
7. Fees are applied to all line items with the exception of cords and brackets.

Approved expedited quotes will be sent to distributor for a final quote if sold through a distributor.

