



Salamander Delivery Schedule

Scheduling delivery for manufactured items is always difficult. In today's competitive market it is an essential part of customer service, and today prompt delivery is considered to be an even stronger purchasing criteria than price. The growing demand for maintaining or lowering prices has forced the need for internal cost reductions. This created the Just-In-Time concept and our own program of Stocking Agreements. (See *Salamander News* - April 1999 or www.infraredheaters.com/stocking.htm)

Infrared Internationale, both as a factory, and through our distribution by Mor Electric Heating, strive to be all things to all customers. We are lucky in that the size and proximity of our companies allows us "hands-on" control over production. As usual, communication and interpretation of delivery dates between factory, salesman, and customer, can sometimes end up in misunderstanding.

The following guidelines are given to help with our customer's expectations and quotations of deliveries. These are given as **standard** guidelines and should serve as a measure for the **actual** delivery quote you are given. Each order will continue to be considered on an individual basis with exceptions made whenever possible.

Production Times From Date of Order:

Orders of 20 elements or less	Less than 3 weeks
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Production Times Following Date of Casting:

Orders of 21 to 100 elements	3 weeks
Orders of 101 to 400 elements	4 weeks
Orders of 401 to 800	5 weeks
Orders of 801 to 1200	6 weeks
Orders of 1201 +	Individually quoted

1. **Orders for "Out of Stock" Factory Stocked elements are always given top priority.** We strive to keep allotted amounts on our shelf. If we do not have them, that is our shortcoming and we need to make every effort to accommodate the customer.
2. The date given to you is the **Shipping Date**, not the date you will receive the elements.
3. **Element numbers are counted as per purchase order, not per line item.** If a variety of elements are ordered and some needed sooner than others, they should be issued different P.O. numbers.
4. **The above dates are quoted from the casting date.** Only a certain number of elements can be entered into production each day. As orders are received they are placed in the queue and given a casting date.
5. Holidays where the factory is closed, may slightly alter the above delivery times.

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Options:

1. **Mode of shipment** can often affect shipping time. The customer should consider the differences between air or ground transportation. Additional shipping sources are available to receive your order in one day, two days, or three days at an additional cost to the customer.
2. **How the elements are boxed** can speed up delivery. Individual boxing adds to production time and customer installation time more than bulk boxing. Bulk boxes can be shipped by most ground or air services and hold up to 60 to 84 elements in each box.
3. **Partial shipments.** Our production process requires that large orders be produced in stages. This means that the first part of the order could be ready 2-3 weeks before the last part. Often times, partial shipments being sent anyway except truck, cost no more in freight than the total shipment going at one time.
4. **Order expediting for an additional charge** may sometimes be available depending on the order and date required. Each order expedited will be quoted on an individual basis.



Events Coming in the Year 2000:

National Plastics Exposition

NPE 2000
June 19-23
McCormick Place
Chicago, Illinois USA

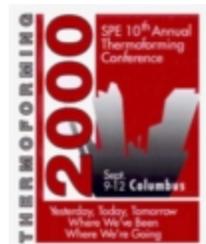


Now is the time to book flights and reserve lodging if you are planning on attending the largest plastics event in the United States. Flights can be booked to either O'Hare or Midway Airports in Chicago. McCormick Place is located on Lake Michigan, just south of the downtown area. Travel throughout the city can be very difficult, so lodging as close to downtown or southeast Chicago would be best.

This show is not only a good way to view what America has to offer the plastic's industry but also an excellent opportunity for anyone interested in introducing their product to U.S. markets. Contact either sales office for additional information on attending this show.

Attention Thermoformers

Society of Plastics Engineers
Thermoforming Seminar
September 9-12, 2000
Columbus, OH USA



This educational exhibit and training program continues to grow each year in excellence. Nowhere in the world offers such a comprehensive view of the thermoforming industry. The four day event combines informative classes with informal tours, banquets, displays, exhibits, and even a well-planned program for attending spouses.

Though attendance has grown each year, it still numbers under a thousand, so there is a lot of individual attention, discussion, and the opportunity to establish personal relationships with the leaders in the thermoforming field. More detailed information will continue to be published in *The Salamander News* as we receive it.

Contact either of our sales locations:

Infrared Internationale of North America, Ltd.

Sales Office: Mor Electric Heating Assoc., Inc.
5880 Alpine Ave. NW, Comstock Park, MI, 49321, USA
Tel: 616-784-1121, Tel: 800-442-2581
Fax: 616-784-7775, E-mail: infrared@infraredheaters.com

Infrared Internationale Engineering

Units 7-11, Granada Park Ind. Estate, Llangattock,
Crickhowell, Powys, Wales, U.K. NP8 1HW, Great Britain
Tel: (01873) 810999, Fax: (01873) 810599
E-mail: irintleng@aol.com

Web site: www.InfraredHeaters.com