

## Customer Quotes and Orders

### 1. What information and/or documents need to be submitted with an order?

All necessary documents and job specific details are needed at the time of order submission. This allows for proper order entry, ensuring properly manufactured products while removing possible delays which can lead to extended lead times. All drawings, submittals, etc. should be included with the order. Examples of information to include...

- Previously provided Hapco Quote # or Hapco Drawing #.
- If there is drilling, we need a template, number of fixtures and orientation.
- If the poles need a tenon, we need length and OD.
- Festoon/GFI Location(s) need to be specified. (Contact Hapco prior to order placement for a standard location list.)
- Finish Information (See "Special Colors" below).
- Existing Base Anchorage information (if applicable).
- Customer Specified Vibration Damper.

### 2. How long does it take to get Material Certifications?

Material Certifications take 7-10 days from order placement date. Please make sure you request Material Certifications when placing the order as Hapco does not automatically send these out unless requested.

### 3. How long does it take to get Approval Drawings?

Approval Drawings take 3-5 days from order placement date. Please make sure you request Approval Drawings when placing the order as Hapco does not automatically send these out unless requested.

### 4. What is my actual lead time?

Lead time starts when we have ALL the information (from customer, engineering etc.) in order to enter the order. If open questions require us to go back and continue to ask questions, lead time will be extended. Lead times change based on factors such as factory load, raw materials and purchased item availability. Please check with customer service at time of order entry to verify your order lead time. Do not assume your original "quoted" lead time is accurate.

### 5. Change orders, how does this effect lead times?

When we have to make changes to the order, the lead time begins when the changes are complete. Lead times are not retroactive.

### 6. Special colors, what is required for approval?

If the color is not specified as a Hapco standard or RAL #, your customer will need to supply a color chip for color matching. We will then choose 3 of our closest color matches and mail sample chips back for approval. If an acceptable match is approved there will be no set-up fee. If the color requires a custom match there will be a \$750 set-up fee. NOTE: Do not assume factory fixture manufacturer's colors match Hapco standard colors. If you have any questions please contact customer service.

### 7. I sent my order into Hapco, but haven't received confirmation that it was received.

Purchase Orders placed through our orders e-mail box (orders@hapco.com and steelorders@hapco.com) receive an automated reply upon receipt. Orders received via other methods will be e-mailed confirmation of the order receipt within 48 Hours. If a confirmation from us is not received within this time frame, it is the Hapco Representative's responsibility to follow up on the order.

### 8. What documentation is needed from agent in order to process freight damage claims?

We will need photos and PO number as well as the order number if known.

### 9. I need my order to ship a special way (i.e. Flat Bed only, etc.).

Special shipping instructions must be communicated at the time of order. If your order is not marked with specific instructions, Hapco reserves the right to ship in the most economical way possible. This can be via Box/Van Trailer, Flatbed, etc.

Hapco is committed to exceeding customer expectations and is here to assist you in any way possible to make your customer service experience a smooth one. We understand that our success originates with the success of our customers. If at any time you have questions or concerns, please contact any Hapco team member.