

## Standard Delivery Guidelines

If you have done business with Encoder Products Company in the past, we trust you have experienced the benefits of our industry-best lead time and service. If not, we look forward to showing you our full range of capabilities, and how you stand to benefit. Be sure to see our EXPEDITE OPTIONS (Customer Care Bulletin 1001) as well.

Hours of Operation **Monday through Friday, 5:00 AM – 4:30 PM PACIFIC**

QUANTITY	STANDARD BUILD-TO-ORDER LEAD-TIMES	COMMENTS
1 – 10 pcs	4 – 6 Business Days, ARO*	Covers all Standard Catalog or established SPEC configurations.  Please contact EPC Customer Service for any extraordinary needs or requests.
Up to 50 pcs	7 – 10 Business Days, ARO*	
Larger Orders	Contact EPC Sales for Blanket Orders with Scheduled Releases or Negotiated KanBan options	
Modifications to Standard Products	Commonly 2-6 weeks, ARO depending upon level of required modifications and availability of procured parts.  Contact EPC Sales for consultation.	EPC's ISO Quality Assurance processes require the exchange of Sign-off Drawing, 1 <sup>st</sup> Article and 1 <sup>st</sup> Article Acceptance prior to scheduling of initial Production release.  Timing can vary depending on numerous factors. Specifics to be confirmed in a formal Proposal on a per-application basis.
End-Of-Life Products	Contact EPC Customer Service.	Certain EPC products are in End-Of-Life status. Manufacturing support may be limited and may result in extended lead times. Confirm at time of order.

\*After Receipt of Order

