



Dear Valued Customer:

Thank you for trusting us with your elevator fixture business. We are very proud of our current industry leading manufacturing times and on-time status. In an effort to maintain this level of service, we must ask all customers to adhere to some responsibility in releasing projects only when they are ready to be released. We understand that changes can occur and will do our best to accommodate those changes when required. We have had an enormous amount of customer requested changes occurring after jobs are released to production and this is causing delays and added cost to our operation.

Please find attached drawings for your approval. We ask you to review them carefully. Our company policy includes a \$200 charge for any changes after the start of production, plus any additional scrap/labor charges that may occur. If a change is requested after a job is released to manufacturing, the project will be placed on hold and new approval drawings will be sent for re-approval. A new lead time will restart from receipt of the new approval and once a revised purchase order is received. This has always been our policy, but we never had the need to enforce it until now.

Please provide us with your expected delivery schedule at the time of signed approval drawings, so we can balance our schedule accordingly. We will make every effort to accommodate your schedule. Again, thank you for choosing Monitor Elevator Products as your elevator fixture company.