



## Emergency Shipment Policy Summary

Revised 3/2009

The purpose of the policy is to form consistent guidelines for handling emergency orders, which covers all customers ordering products from Cooper Power Systems, regardless of their distinction as distributor or end user.

There are some instances where our customers need to order products for immediate shipment due to emergency situations. Inventorying emergency stock as well as the expediting of materials and commitment of overtime for manufacturing product results in significant additional expense to CPS. Cooper Power Systems feels it is appropriate for this additional expense to be paid for by the customers who are ordering on an "emergency" basis. As a result, the following procedures are to apply:

- As is standard practice, CPS will increase its stock levels on key materials during storm seasons.
- Primary point of contact for all emergency orders is the Customer Support Center. Names, addresses and phone numbers are listed at the end of this summary. All emergency related information and orders should be directed to the CSC. This will reduce duplicated efforts.
- All emergency orders that are received will be considered "urgent" and the customer will be assessed special handling charges as outlined below.
- Emergency order should be placed on a separate Purchase Order and sent via EDI or fax. The order and/or fax cover letter should clearly state that the attached order is an "emergency order".
- If the product ordered is in stock and available to ship within two (2) days, CPS will add 5% to the normal price paid. If CPS does not ship on-hand stock within two (2) days after the order was received, the 5% adder will not be charged.
- If CPS is in a non-stock position for emergency ordered product, there will be a 10% adder for any product that is built and shipped on an emergency need basis prior to the normal lead-time. This charge will not exceed the 10% adder for "shelf type goods" (arresters, fuse, connectors, etc.) however, there may be some products, "engineered or make to order products" where the 10% adder will not be adequate to address Cooper Power Systems efforts associated with the procurement of raw materials, revising production schedules, incurring additional labor (at an overtime premium), etc. In these instances, CPS will present an appropriate adder to the customer prior to being invoiced in excess of the 10%.
- CPS will commit to a shipment date schedule. If the material is not shipped within two (2) workdays of the agreed upon schedule or sooner, the adder will not be charged.
- In most instances, the additional charges will be added to the order as a separate line item on the invoice, however, the additional adder, if in excess of 10% could also be invoiced separately at a later date referencing the original shipment/invoice.

- The Customer Support Center has the responsibility of coordinating all emergency orders and attaching and/or deducting the adders.
- The special handling charge (as a percentage) will be based on the contract purchase price or applicable net price.
- In addition to the special handling charge, the customer will be expected to pay for any additional charges associated with shipping the product in any way other than the standard shipping method. Examples would include, customer requested shipment by air, exclusive truck, team drivers, UPS blue or UPS red, etc. The customer will have the option of choosing which delivery method to use.
- CPS will ship in anticipation of a storm or emergency, however, orders shipped for emergency, and if authorized to be returned, are subject to restocking fees per our Return Policy. In addition, the special handling charge is not refundable.

**STORM EMERGENCY CONTACT LIST**

CONTACT Customer Support Center	OFFICE PHONE	CELL PHONE	NON- BUSINESS HOURS
Laura Sanfilippo (Northeast)	(262) 524-3343	(262) 751-5976	24-Hour  Answering  Service  (262) 367-1677
Isabelle Anderson (Canada)	(262) 524-3201	(262) 844-5550	
Debbie Boll (Southeast and Central)	(262) 524-3381	(262) 366-1492	
Beth Brewer (Southwest and Western)	(262) 524-3247	(414) 870-2429	
Steve Saari (C&I and OEM)	(262) 524-3293	(414) 510-9357	
Christy Nelson (C&I and OEM)	(262) 524-3325	(262) 309-9635	