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| **To:         NPI Valued Customers** **From:    Christopher Schikevitz, Director of Service** **Subj.:    Changes in Parts Department Hours, Return Processes and Expediting Fees** **Date:     21 April 2022**   Dear NPI Valued Customers, Due to significant industry challenges in logistics, supply chain, and staffing, NPI will be changing some of our policies regarding our processes for providing you with parts support. Starting May 23rd, 2022, we will begin implementing the below changes to our hours, certain fees, and returns associated with parts orders. These changes will affect customers with and without parts contracts.  Our goal is always to provide you with the highest level of support and customer satisfaction. **Parts Department Hours** Standard Business Hours: Monday – Friday 8:00AM – 5:00PM CT After-Hours: Monday – Friday After 5:00PM CT and Saturday and Sunday will be offered on a best effort basis   **Expedite and After-Hours Fees** (These fees do not include shipping costs) $75 Expedite Fee – Applied to all “Non-Ground” Part Orders Placed after 2:00PM CT Monday - Friday $175 After-Hours Fee – Applied to all Part Orders Processed After-Hours   * If orders are submitted to our Parts Department during the After-Hours times, but does not need to be processed until the next business day, this fee will not be applied * If the order is submitted and needs to be processed during the After-Hours times, but is shipping “Ground”, this fee will still be applied   NPI cannot guarantee that orders placed after 2:00PM Central Time and/or Saturday and Sunday will ship that day; we will always provide service on a best effort basis. In the event an order is not shipped that day, but an expedite request was made, the order will not be charged Expedite Fees. **General Return RMA (Customers without a parts contract)** Restocking Fees - Shall be the greater of $25 or 20% for any Parts Returned NPI is no longer accepting returns on the following types of parts:   * Electrical Parts * Special Order Parts |