JS&A®

September 1, 1975

To: All JS&A Department Heads

From: William Mitchell, Group Marketing Director

Subject: Backorder Policies & Procedures

Whenever JS&A is in a backorder situation, the following policies and guidelines apply:

1. JS&A will always notify its customers of any delays that result in a wait of more than three weeks, unless a longer delivery schedule is stated in an advertisement.

2. If a delay of more than three weeks is expected, JS&A will then write each customer and outline the exact reason for the delay, the estimated shipping date, and the procedure customers may follow to cancel an order.

3. All customers may cancel their order at any time during a backorder situation. Simply advise them to write my office with the details of their order and to request the cancellation.

4. Customers may not get priority treatment in a backorder situation even if it means the cancellation of an order. JS&A will not move up an order to save a sale. Example: Mr. Smith calls for immediate shipment. JS&A would rather accept a cancellation before it will ship Mr. Smith's order ahead of a customer who has waited longer. THIS POLICY MUST BE STRICTLY ADHERED TO WITH NO EXCEPTIONS.

5. Only in special reorder situations will any priority shipments be made and then only to customers who have had to previously wait for their shipments. No rush shipments will be accepted.

6. Answer all correspondence regarding a backorder situation even if you know the product has been shipped.

7. Always tell the truth in your relationships with customers. Our reputation has been built upon honesty and the highest degree of integrity.