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Our Commitment to our Dealers, Contractors, Installers and Facility Owners...

Quotes:

1. Our quote process begins when the quote request is received in our office complete with adequate details for quoting and accompanied by the standard dealer quote request form including the required quote date and time.
2. If the request doesn't have adequate information to provide a quote, we will contact the dealer within 24 hours by email requesting additional information.
3. Our first priority is to provide the quote to the dealer no later than the required quote date and time included on the quote request if possible.
4. Generally dealers should assume that all quotes needing short turnaround, if received by 8:00 am Monday through Friday on regularly scheduled work days will try to be forwarded to the dealer no later than 5:00 pm on the following scheduled work day.
5. Only in emergency cases will IPI try to complete and forward quotes to the dealer by 5:00 pm on the same day if received no later than 10:00 am of that day.

Submittals:

1. Submittals will be forwarded to the dealer in 1-3 weeks depending on the following factors:
 - a. Size and complexity of job.
 - b. Time of year and seasonal high workloads.
 - c. Actual dealer/contractor equipment needs.
2. The process will begin only once the dealer has provide in writing answers to all IPI inquiries regarding unknown factors needed to do an accurate submittal.
3. IPI will attempt to prioritize resubmittals after field check over first time submittals but will not guarantee that in all cases they will take top priority.

Shipments:

1. Generally we are confident that we can meet 4-6 week shipment dates most of the year on most jobs once a 100% final ATM is signed and returned to IPI by Bison.
2. We will not formally schedule production of projects even with a final ATM when the desired ship date is unknown or more than 120 days out.

As we attempt to build our dealer base, we are committed to providing dependable quotes, submittals and production turnaround times as we know these are key components to our success alongside quality and price.

A handwritten signature in black ink, appearing to read 'Nik Ditzler', written in a cursive style.

Nik Ditzler
Director, Specified Products Group
IPI by Bison, LLC