



Milbank OneSERT

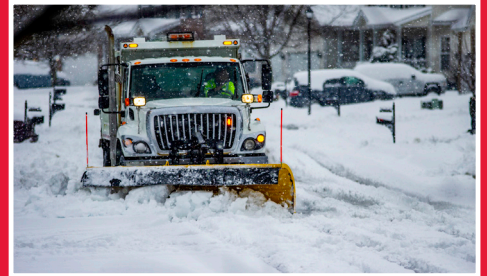
Your One-Stop Emergency Response Team

The next disaster affecting your area is not a matter of if, it's a matter of when. And when that time comes, you need immediate world-class service from your partner in electrical metering equipment.

Milbank established OneSERT as your One-Stop Emergency Response Team to get you the product you need, when you need it. A single call sets the OneSERT team in motion. Just call 800-227-5564.

- After-hours call support 7 days a week, 365 days per year
- Single point of contact at the factory to coordinate all aspects of the emergency order
- Access to multiple stocking warehouse locations from coast to coast
- Fast, reliable service

When a natural disaster strikes your area, put the country's leading manufacturer of meter sockets on your team. Call Milbank's OneSERT emergency line at 800-227-5564.





EMERGENCY RESPONSE PROCESS SUMMARY

Milbank's after-hours OneSERT team provides the support you need from a single contact. Just call 800-227-5564.

Shipping and Stocking Details

- Emergency orders should be placed on a separate purchase order and sent via email. The PO should clearly state that it is an "Emergency Order."
- If local stock is not available for emergency-ordered product, there will be a 10% adder for any product that is built and shipped on a faster timeline due to emergency need. On some occasions, there may be additional charges associated with the procurement of raw materials, revising production schedules, incurring additional labor costs for overtime, etc. The charge will be added to the invoice as a separate line item.
- The customer will be responsible for 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 line, lift gate or residential delivery charges.
- Orders shipped for an emergency, if authorized to be returned, are subject to restocking fees per our standard terms.
- Special handling charges are not refundable, and non-stock special order items are not returnable.

