



Dear Customer,

We would like to inform you about our new overpack box that can be used on any product and added to any order. This is a box that is designed to handle the rough and strenuous handling that a package is put through when it is expedited. This would be used in cases such as overnighting, mock-ups or any product that is going to be shipped a second time after it has arrived at your site. There is a \$10.00 cost associated to each product that you would like to add the overpack box.

How to order: You can add the overpack box as an extra line item on your PO. Please reference item # 999 and the quantity of boxes you would like over packed. If you are having multiple products on a PO and not all of them need the overpack, please send in a separate PO for the boxes that do not need the overpack. For example, if you would like to order four Clever table kits and five Bold tables and only the Bold tables need to be overpacked. You would need to send in a separate PO for the Clever tables.

Reason for the overpack: We have been hearing about an increase of damaged product when it arrives to the end user. Our standard packaging is not designed to meet the small parcel expedited shipping requirements that FedEx and UPS have in place. Instead of charging our customer for every package that leaves our doors we want you to be able to apply the cost on an as needed basis. If the overpack box is applied to an order and you see a damaged box you must refuse the shipment and notify customer service, then we will replace the parts for free. If the shipment is not refused and customer service notified, we will not replace the parts for free.

For questions or more clarification please email your appointed customer service representative at 616-738-6688.

Sincerely,

OMT-Veyhl Team