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## IED ORDER PROCESS

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In the interest of simplifying the way our valued customers do business with IED, we are instituting a change in the process of placing orders. To date, we have been accepting purchase orders from customers delivered to us in two primary channels: fax or e-mail. Both have their advantages and disadvantages. We have chosen to move away from receiving purchase orders via fax and will now require all orders to be submitted electronically, through e-mail effective January 1, 2011. All purchase orders should be sent to the e-mail address below:

[orders@iedaudio.com](mailto:orders@iedaudio.com)

All orders must include the following information:

- Your current company information
- A valid ship-to address
- Preferred shipping method and any special instructions (*including commercial invoice requirements, special customs requirements, etc.*)
- A valid PO number
- Correct pricing

*For projects ordered against a quotation issued by IED, you must provide a reference to that quotation in order to ensure proper processing.*

Implementing this process will allow us to provide you with improved communication regarding your order.

- At the minimum, you will receive an acknowledgement from us (sent to the return e-mail address provided with the PO) indicating that we have received your order. If you do not receive a confirmation by the close of the next business day, please contact us to ensure that we did receive your order. This is an acknowledgement that we have received your order, but it has not yet been accepted and processed. We will contact you for more information if needed.
- Once the order has been processed, you will receive an order confirmation with the anticipated ship date, if available, and any special instructions or additional information that may be required. For example, we may need a revised PO with corrected pricing prior to shipping, but we have entered your order into our system to get your product ready to ship.
- Once the product ships, we will e-mail the tracking information for your shipment to the e-mail address provided with your order. Please note that some orders may ship the same day, or the following day. In this case, you may receive a shipping notification without receiving either of the other two forms of communication.



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