



*Everything Dairy Can Be.™*

## Edlong rush order manufacturing or processing policy

At Edlong, we set aggressive customer service standards to meet the needs of our business partners. We understand that the ability to be flexible and meet your customer's changing needs is critical to your business. This policy is in place to outline the process and fees for rush order processing and rush manufacturing requests. "Rush" is defined as manufacturing and/or processing/shipping an order in less than standard lead time.

Edlong will make all efforts to meet the Purchaser's requirements for reasonable rush requests. We will take into consideration available inventory, raw materials availability, and personnel expense when approving a rush request.

Orders manufactured and made available to ship in less than standard lead time will incur a 15% per order rush manufacturing fee. When inventory is available a rush processing fee of \$200 may apply based on the requested turnaround time plus any expedited freight charges.

Floor Stock agreements can be created to reduce lead times for most items. If you have questions regarding a floor stock agreement or standard lead times, please contact your Business Development Manager or Customer Experience.

Rush requests should be sent via email to [customerservice@edlong.com](mailto:customerservice@edlong.com) and [edlongshipping225@edlong.com](mailto:edlongshipping225@edlong.com) for US customers or [customerservice@edlong.com](mailto:customerservice@edlong.com) and [logistics@edlong.com](mailto:logistics@edlong.com) OUS customers.

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