



WEBB WHEEL PRODUCTS, INC.
AFTERMARKET BUSINESS UNIT
2310 INDUSTRIAL DR. S.W., CULLMAN, AL 35055
Phone: 256-739-6660 Fax: 256-739-6246
www.webbwheel.com

10/19/09

SERVICE BULLETIN # 65

EMERGENCY (BREAKDOWN) ORDERS

The purpose of this bulletin is to advise changes to our procedures covering Emergency (Breakdown) orders. This is defined as an order requested to ship the same day or next day and must not exceed four (4) pieces.

1. **Handling Charge**

We will apply a \$100.00 Special Handling Fee to each Emergency (Breakdown) order received.

2. **Scheduling**

- (a) Orders for brake drums or rotors will be shipped the same day if the order is received before 2:30 P.M. (Central Time), and if the brake drum or rotor is in stock and available for shipment. Orders received after 2:30 P.M. will be shipped the following day.
- (b) Orders for hubs or wheels that require assembly will be shipped the same day if the order is received before 12:00 P.M. (Central Time), and if the hub or wheel and components are in stock and available for shipment.

3. **Confirmation**

The Emergency (Breakdown) order must be confirmed with a FAX or email stating the ship-to address, requested routing and routing account number for air carrier prior to shipment.

4. **Shipment**

We will do our best to ship all orders as promised. In the event that an Emergency (Breakdown) order is not shipped as promised the following will take place:

- (a) The \$100.00 Special Handling Charge (Item 1) will be waived.

If you have any questions regarding these procedures, please feel free to contact us at the address or phone number shown on this bulletin or at sales@webbwheel.com.