



WALDOM ELECTRONICS
your supply chain advantage™

WALDOM ELECTRONICS EMEA - ORDER MANAGEMENT POLICY

Definitions

“Lead Time” refers to the minimum time required by Waldom from the acknowledgment of the Purchase Order to ship out the product from our warehouse to the Distributor.

“Minimum Order Quantity” or “MOQ” refers to the then-current published Minimum Purchase Order quantity on waldomemea.com

“Standard package Quantity” or “SPQ” refers to the order multiplier published on waldomemea.com

“Purchase Order” refers to an order placed for the purpose of purchasing and procuring product from Waldom.

“Ship Date” refers to the date that the product is made available to the Distributor.

“Push Out” refers to changing the schedule date to a later date.

“Pull In” refers to changing the schedule date to an earlier date.



Requested criteria for purchase orders

All Purchase Orders placed by Distributors require at a minimum the following information:

If all information is correct and order is confirmed before 11.00 it can ship the same day. Any orders confirmed after 11.00 will ship the following day.

A. Part Number

1. Distributor must specify the requested Supplier part number.

B. Quantity

1. Distributor must specify the requested quantity of product per supplier part number.
2. All quantities of product listed in the Purchase Order must, at a minimum, meet the MOQ as published on www.waldomemea.com.

All quantities of product ordered in excess of the MOQ must be at a multiple of the SPQ

If the total available quantity is less than MOQ, then the Distributor may order from the available quantity, according to below MOQ price and SPQ on www.waldomemea.com.

C. Price

1. Distributor must specify the price per part number.
2. The price per part number shall be based upon:

The applicable published price available on www.waldomemea.com or according to quote received from Customer Service Representative. If not, the part will not be entered on the order and Distributor will be informed of it per email.

D. Scheduled date

1. Distributor must specify the requested delivery date if applicable
2. All products must be scheduled to ship within 52 weeks
3. Each product may be scheduled up to twelve (12) times. Each product's requested scheduled release must, at a minimum, meet the SPQ.
4. If distributor order a part in large quantities with scheduled deliveries each delivery quantity needs to be equally spread over the requested delivery dates.



E. Shipping information

1. Distributor must specify the ship to information.
2. Unless otherwise agreed upon by the parties in writing, the applicable shipping terms shall be ex-work (Venlo) and the Distributor shall specify their applicable freight forwarder. If not specified Waldom will ship with UPS Standard and add cost to the invoice.

F. Purchase order placement

1. Purchase order placement is accepted via the following methods:
 - A. Electronic Data Interchange (EDI)
 - B. www.waldomemea.com
 - C. E-mail; and/or
 - D. Fax.

G. Purchase order acceptance

1. Waldom will only acknowledge any Purchase Order placed pursuant to Section A-F and within 48 hours.
2. The acknowledgement shall confirm whether or not the Purchase Order is accepted and shall state the Estimated Ship Date(s). Order confirmation shall be sent via e-mail.
3. Any Purchase Order or line item that is rejected by Waldom will require a new Purchase Order to be initiated by the Distributor. Distributor will be informed of rejected lines via e-mail.

H. Changes to existing purchase orders

1. Distributors may submit requests to:
 - A. Increase Purchase Order quantities
 - B. Decrease Purchase Order quantities
 - C. Modify a Product's requested Ship Date(s)
2. Waldom shall endeavor to respond to such request within 48 hours.
3. Such requests shall be granted if the following criteria are met:



A. Purchase Order Quantity Increases

1. Requests to Increase the Product's Quantity shall be granted if:

- An order has not been already shipped to the Customer.
- An order is not in the fulfillment process in our warehouse.
- If an order has already been shipped to the customer then a new Purchase Order line is required, which must meet Waldom's MOQ.

2. Price Adjustments for Purchase Order Quantity Increases:

- If the increase in quantity for a particular product moves the overall Purchase Order quantity into another price break and Waldom has sufficient stock on hand to complete the order, Waldom will adjust the price of the product to the lower price. Waldom will not provide a credit for prior shipments for the same product on the same Purchase Order, nor will Waldom adjust the price on partially shipped items.
- If the increase in quantity for a particular product moves the overall Purchase Order quantity into another price break and Waldom does not have sufficient stock on hand to complete the order, the request will be reviewed. Waldom will endeavor to respond to such request within 48 hours.

B. Purchase Order Quantity Decrease

1. Request to decrease the product's quantity will be granted if:

- An order has not been already shipped to the customer
- An order is not in the fulfillment process in our warehouse.
- If Waldom already had the stock available at the moment customer placed the order.
- If Waldom has placed an order with the supplier, Waldom will review if a decrease in ordered quantity is acceptable. Waldom will endeavor to respond to such request within 48 hours.

2. Price adjustments for Purchase Order quantity decreases

- If the decreases in quantity for a particular product moves the overall Purchase Order quantity into another price break; Waldom will automatically adjust the price of the product to the higher price.



C. Requested Ship Date(s)

1. Changes to the confirmed Waldom Ship date will be allowed in the following circumstances.

- There must be more than 7 days between the receipt of the change request and the confirmed ship date.

a. Push Out

- The requested date must be within 4 months of the confirmed date
- The item has not previously been pushed out
- The new requested date must be within 12 months from date order was placed

b. Pull In

- The pull in request will be accepted if there is stock available. If no stock is available your Customer Service Representative will attempt to expedite to the new Customer Request Date. Waldom will endeavor to respond to such request within 48 hours.

I. Purchase order cancellation

1. Request to cancel a line or purchase order could be granted if:

- An order has not been already shipped to the customer.
- An order is not in the fulfillment process in our warehouse.
- Waldom already had the stock available at the moment customer placed the order.
- If Waldom had sufficient stock available on hand at the moment customer placed the order
- In all other cases, the request will be reviewed. Waldom will endeavor to respond to such request within 48 hours.

2. Price Adjustments for Partial Purchase Order Cancellations

- If a partial cancellation decreases the quantity for a particular product below the initial price break for the Purchase Order, Waldom will adjust the price of the product for all future shipments under that purchase order to the current product price and invoice the customer the difference between the original price and the new product price for all prior shipments that may have already shipped
- If Waldom causes a partial cancellation then the price will not be adjusted