

GREAT LAKES FINISHING, INC.
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ISO 9001:2015

Dear Current and Future Valuable Customers,

Great Lakes Finishing would like to thank you for your business.
We are attaching this letter to explain our costs and hours of operations to those who may not have seen them on our quotes.

- Our minimum charge is \$75.00
- Our Production and Shipping hours are 7AM-3PM.
- Office hours 8AM-5PM.
- If special packaging is required, it may cost an additional fee.
- Terms 30 days

Our normal lead time is five business days. Should you require a shorter lead time, we offer to expedite your order within 48 hours for an additional 75% charge. Your expedite request must be approved in writing by our production manager.

Extended hours are available during the week (Mon.-Fri.) on off hours, in addition to Saturday and Sunday. The cost to run production during these hours will be quoted separately based upon the job requirements.

Please advise if there is a change from quoted drawings and to your process according to plating specification i.e.: excessive oils or lubrication; change of material, etc.

All Customer containers must be identified with customer name and part number.

See our Terms and Conditions for further details.

If you have any questions, please give us a call or e-mail.
We take pride in our quality, turnaround, and customer service.
We are here to Serve You – Thanks for your business!

Sincerely,

Diana Bench
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