

# UltraBaseSystems and Tour Links

## Order Processing Procedures

**It is our recommendation that crews do not arrive at the job site until the ordered product is delivered. We have seen too many instances (all of which were out of our control) where crews have sat idle because of delayed delivery, costing everyone unnecessary aggravation and money.**

Below are standard procedures for orders placed with both UltraBaseSystems and Tour Links. These procedures are set in place to try to insure timely delivery, but, as we have found after 29 years of being in business, nothing is guaranteed when it comes to freight deliveries.

- Customer requests a project estimate
- Estimate sent to the customer
- Customer places order and makes payment. If payment is made by credit card, customer will be sent a copy of the credit card receipt
- Order is processed and sent to warehouse when payment is received. The warehouse requires at least 2 days fulfilling each order (barring any unforeseen circumstances such as weather and product availability).
- Any orders placed prior to 1pm (except Friday—by 11 am) will be sent to the warehouse on the same business day. Orders placed after 1 pm will be sent to the warehouse on the next business day.
- The chart below outlines the typical flow, and, as you can see, most orders take 3-4 business days to be ready for the shipper to pick up:

Order Received & Payment Processed	Tour Links <b>Approximate Ship Day</b>	UltraBaseSystems <b>Approximate Ship Day</b>
Monday before 1 pm	Wednesday	Wednesday
Monday after 1 pm	Thursday	Thursday
Tuesday before 1 pm	Thursday	Thursday
Tuesday after 1 pm	Thursday	Friday
Wednesday before 1 pm	Monday	Friday
Wednesday after 1 pm	Monday	Monday
Thursday before 1 pm	Monday	Monday
Thursday after 1 pm	Tuesday	Tuesday
Friday before 11 am	Tuesday	Tuesday

- Once the order ships from the warehouse and we receive tracking information from the carrier, you will receive your paid invoice along with the tracking information.
- All transit times are **estimated** times of arrival unless the customer pays for date-specific delivery, and even then, the shipment can be delayed. Keep in mind that shipments can be delayed for many reasons such as: weather/road/traffic conditions, strikes, natural disasters, etc. Unfortunately, we do not own the trucks, rail cars or steamships that deliver the product to you. Like you, we are at the complete mercy of the freight industry.

Please feel free to contact us should you have any questions.