

# CUSTOMER SERVICE BULLETIN

## CSB 1001: EPC Expedite Guidelines

For information on standard delivery, see [CSB 1000: EPC Standard Delivery Guidelines](#).

EPC offers expedite options on most of our models, within the following guidelines:

- Expedite availability is provided on a first-come, first-served basis.
- "Day" means business day, which is Monday through Friday, excluding holidays.
- Some configurations are not eligible for Same Day Expedite due to minimum build time, including configurations with disk resolutions above 3000 CPR.
- For Same Day shipping, orders must be received NO LATER THAN 10 AM Pacific Time.
- For 1 - 2 Day shipping, orders must be received NO LATER THAN 1:00 PM Pacific Time.
- Orders may be placed through:
  - Customer service at 1-800-366-5412
  - FAX at (208) 263-0541
  - Email to [sales@encoder.com](mailto:sales@encoder.com)
- At time of order, confirm expedite request with EPC Customer Service.

Expedite Option	Cut-Off Time for Placing Order	Expedite Fee for Each Unit
Same Day	10 AM Pacific Time	\$100
1 – 2 Day	1:00 PM Pacific Time	\$50
5 – 7 Day (for MA/SA Absolute Encoders)	3:30 PM Pacific Time	\$120