

Standard Service Level Agreement (SLA) for Lead Times

Effective Date: 08/21/2025

Issued By: Sales Engineering

Applies To: All new product orders, BAM mag drive units, and stocked/ready-to-ship items

1. General Terms

- All lead times are FOB (**Free on Board**), meaning the timeline applies up to the point of shipping from our facility.
 - All shipping is preferred to be on customer accounts.
 - If Actionpaq ships on our accounts, a **20% surcharge** will be applied to the **shipping cost**.
 - This surcharge covers immediate carrier billing versus customer NET terms.

2. Standard Lead Times

A. New Factory-Built Units

- **Standard Lead Time:** 14 weeks (no expedite fee).
- **Expedited Lead Time:** 6 weeks (expedite fee applies).
 - **Expedite Fee Calculation:** Fee = *shipping cost by weight* + 20% (handling, surcharge coverage).
 - Expedite fees are quoted by Sales Engineering upon request.

B. BAM Mag Drive Units

- Standard Lead Time:
- 10 days (if all items are in stock).
- 3 weeks (if sprockets are non-standard or not in stock).
- Expedite: Considered case-by-case.
- Expedited BAM orders incur a 20% cost increase plus any *extraordinary measure charges* (e.g., intensive labor, special materials).

C. Stocked / Ready-to-Ship Items

- Standard Lead Time: 3 business days.
- Expedite Options:
- 1 Day Lead Time = 10% expedite fee
- Same Day Lead Time = 20% expedite fee
- Requires order placement before 12:00 PM CST.
- Orders received after 12:00 PM CST may require extraordinary effort charges.

3. Extraordinary Measures

- In cases where accelerated production, material sourcing, or rescheduling is required beyond normal operations, **extraordinary measure charges** may apply in addition to expedite fees.
- Customers will be informed of these charges before order confirmation.

4. Summary Table of Lead Times & Fees

Product Type	Standard Lead Time	Expedited Lead Time	Applicable Fee Structure
New Factory-Built Units	14 weeks	6 weeks	Weight-based shipping cost + 20%
BAM Mag Drive Units	10 days (stocked) / 3 weeks (non-stocked sprockets)	Case-by-case	20% cost increase + extraordinary measure charges if applicable
Stocked / Ready-to-Ship	3 business days	1 day / Same day (by 12 PM CST cutoff)	10% expedite fee (1 day) / 20% expedite fee (same day)

5. Customer Acknowledgement

By placing an order, the customer acknowledges acceptance of these lead times, expedite conditions, and fee structures.

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