



## RED CARPET DELIVERY SERVICE PROGRAM DESCRIPTION

For same day emergency shipment requests that require faster shipment than our standard delivery commitments (see Shipping Cut Off Times Policy document LVD-PNST10U-EN), ABB Low Voltage Drives & PLCs offers a “Red Carpet” Delivery Program.

### **How do I contact ABB to Request a Red Carpet Delivery and what is the Red Carpet Delivery Commitment?**

Outside of Normal Working Hours (8 AM-5 PM CT Monday through Friday),  
Weekends/Holidays:

**How to contact us:** Outside of our regular working hours, and on weekends or holidays, contact our ABB Customer Service Center at PH: 800-435-7365 (option 4). A Technical Support Customer Service representative is always on standby to help you with your Red Carpet request.

**Service Commitment:** Outside of normal hours, ABB employees must be called in to work, so we are not able to make any commitment on when we can get your red carpet order on its way to you. Availability of carriers can also impact this. We will make every effort to get the product shipped to you as quickly as possible.

During Normal Working Hours (8AM-5 PM CT Monday through Friday)

**How to contact us:** During our regular working hours contact our LV Drives Customer Service Department at PH: 800-752-0696.

**Service Commitment:** During regular working hours, Red Carpet orders will be available for carrier or customer pickup within 4 hours of receiving your cBOL web order or faxed purchase order. For customer pickups, ABB Shipping Dept. will call you when the order is ready for pickup. When submitting your red carpet order, you must call LV Drives Customer Service Department and provide notification that you are sending an order for Red Carpet Delivery.

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Rev C

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## **What Products are Available for Red Carpet Delivery?**

Any standard, catalog item which is in stock in our New Berlin warehouse may be obtained under the Red Carpet Program. To view real time stock availability go to [www.abbnw.com](http://www.abbnw.com) and click on Common Business OnLine (cBOL), our web based order management system, or ask your Customer Service representative to check for stock availability when you call. For non-stock products, ask your Customer Service Representative for availability. Depending upon the product type and configuration, we may be able to deliver non-stock product during normal working hours.

## **How are Products Priced for Red Carpet?**

Standard “book” pricing will be applied to Red Carpet orders.

In addition, a \$500 Handling Fee will be applied per order for Red Carpet Requests outside of normal working hours.

A \$250 Handling Fee will be applied per order for Red Carpet Requests received during normal working hours.

## **What Shipment Options are Available?**

ABB can make the arrangements for the freight carrier based upon the delivery requirements requested at the time of order. The freight charges will be prepaid by ABB and added to your invoice. The customer agrees to pay all freight charges incurred in the execution of the Red Carpet delivery.

Customers also have the option to define their own transportation arrangements and ship the product billing collect or 3<sup>rd</sup> party. Collect or 3<sup>rd</sup> party account numbers and billing addresses must be supplied at the time of order if this option is selected.

Upon notification by our Shipping Department that the order is ready, orders can also be picked up at our dock at 2500 S. Commerce Ave in New Berlin, Wisconsin.

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