

Tricia Berger

From: Tricia Berger
Sent: Wednesday, June 10, 2009 5:18 PM
Subject: FW: EELP - GRIND - CATALOGS - 6-10-09

The Grind

Provided by EELP, Inc.

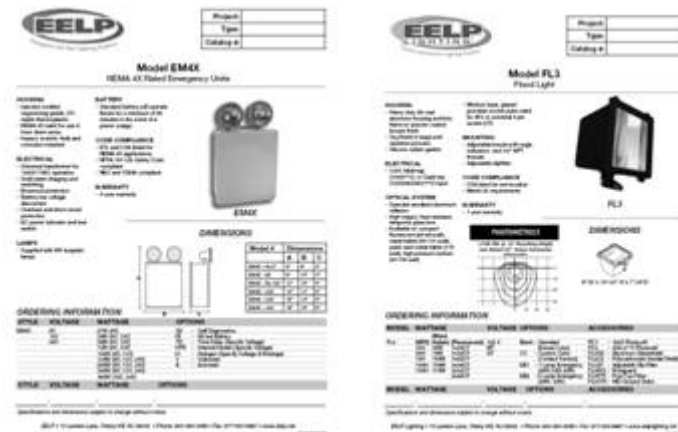
June 10, 2009

Watch your mail

CATALOGS ARE ON THIER WAY!

We are very excited to introduce our new catalog and cut sheet format! Now you will have all the cut sheets at your fingertips when you need them.

Sneak Peak



RMA PROCESS CHANGES

Just a few notes to help things move along smoothly when products must be replaced or returned:

- Any replacement product that is shipped out will be invoiced upon shipping and credited after the material is returned
- When making a payment with a credit memo please note the invoice number you would like it applied to or include the credit memo number on the check stub as a credit towards the payment
- Credit will not be automatically applied to the corresponding replacement invoice
- Credit memos will expire 1 year after the date of issue.

This is a change in procedure at the request of several reps. Please feel free to contact Kristin or Diane with any questions.

1-800-490-4496

www.eelp.net & www.eelplighting.net



From your friendly Grind Staff,
Rob, Diane, Trish, Gary, Kristin