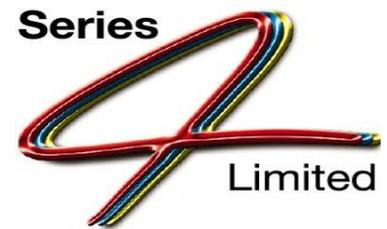


## Series 4 Limited

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### **Change to Trading Terms and Conditions:**

Dear Customers, effective immediately we are introducing some changes to our terms and conditions which will impact special non-stock items ordered in specifically for customers and also export orders. Below are details of the new arrangements going forwards:

#### **RE: "to order only equipment"**

Series 4, working in partnership with our manufacturers, is able to offer a wide variety of machinery which often bring solutions to very specific customer applications. Due to the scale of this range, we often specifically buy in the equipment for a particular customer where we would not usually hold the item in stock, which we are pleased to do rather than to limit our offering to the equipment we can physically keep on our shelves. However, going forward, when this is the case and we order equipment specifically for a customer, we will request that the customer pays 50% of the order value when placing their order with us. We have made this change for two reasons, firstly, we are required to pay our manufacturers in advance for all of these items and also as unfortunately we have had occasions where specific machines have been ordered in for customers who have then not completed the purchase. We wish to avoid this happening in the future and therefore feel that 50% upfront payment with order is fair for both parties concerned. If this applies to any equipment you are interested in purchasing, this will be communicated to you in writing with your quotation or in response to your enquiry.

#### **Export Orders:**

Regrettably going forward, we are now dealing with all export orders on a pro-forma basis only. Historically some of our European and International customers have held an open account, however, we have experienced circumstances when invoices have not been paid and it is very difficult for us to use any legal means of pursuing payment if the customer is out with the UK and consequently have incurred some unpaid invoices. Therefore, we feel the easiest way to service all export orders is to issue a pro-forma invoice, after payment of which, orders will be processed and shipped.

We thank you for your cooperation with these changes to our trading terms and conditions and assure you of our best possible service at all time.

Series 4 Ltd.