

Emil A. Peters GmbH & Co. KG

Connection technology in the field of explosion risk control

Customer Information

May 2011

Error avoidance

Dear customers,

The rate of customer complaints has been at an absolutely low level for many years, and we are quite content with this performance.

Our error analysis has shown that almost all errors are actually due to spelling mistakes or mixed-up digits.

Despite our very low error rate we are herewith asking you for your kind assistance:

Could you please carefully check our acknowledgement of your order as soon as you have received it.

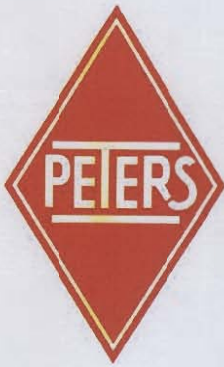
Could you please inspect incoming goods within a period of two weeks.

This will prevent us from shipping the wrong parts, and you will not have to wait for replacement.

Thank you very much for your kind cooperation.

U. Peters-Schäfer

**The management of
Emil A. Peters GmbH & CO KG**



Emil A. Peters GmbH & Co. KG

Connection technology in the field of explosion risk control

Customer Information

May 2011

RETURN SHIPMENTS

Dear customers,

Should you return cable glands or terminals to us, please make sure that they are provided with the correct packaging.

When returning products to us, please use the same type of packaging with which you have received them.

Cable glands must be

- wrapped in paper,
- placed on bubble wrap (leaving a small safe distance), and covered with one layer of bubble wrap,
- fixed so that they cannot move.

If we used **inside packing**, we would ask you to also use this kind of packaging.

We trust you will understand that we cannot take back products that are scratched or damaged.

U. Peters-Schäfer

The management of
Emil A. Peters GmbH & CO KG