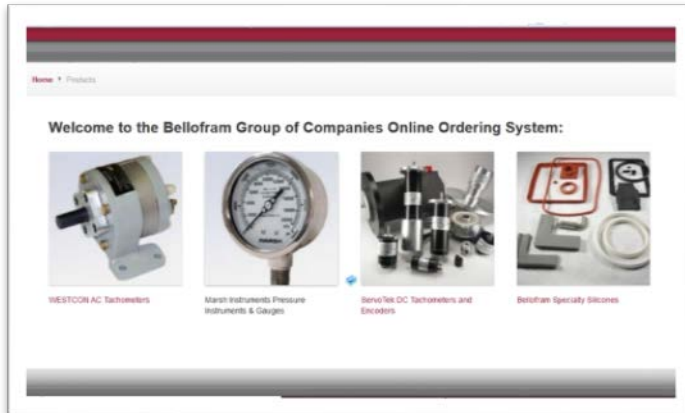


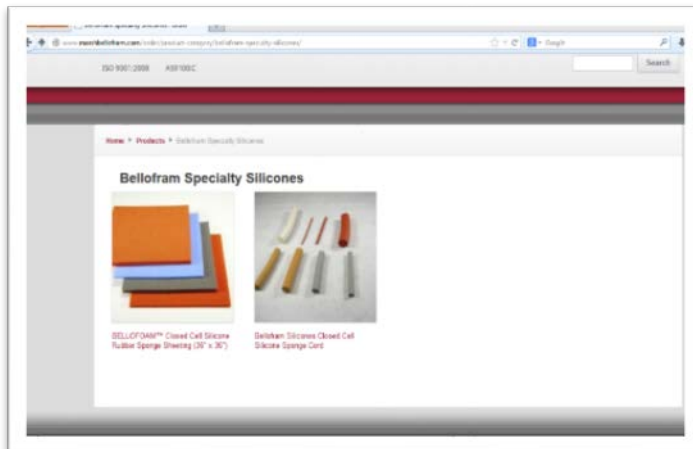
## Online Ordering Guide

For customer convenience, the Marsh Bellofram Group of Companies has developed a new online ordering system for select products offered under Bellofram Silicones, Marsh Instruments, ServoTek Products and WESTCON brands. Now, in addition to contacting the factory, customers can directly place an order online. The process is user-friendly and intuitive. Here's a 10-step overview:



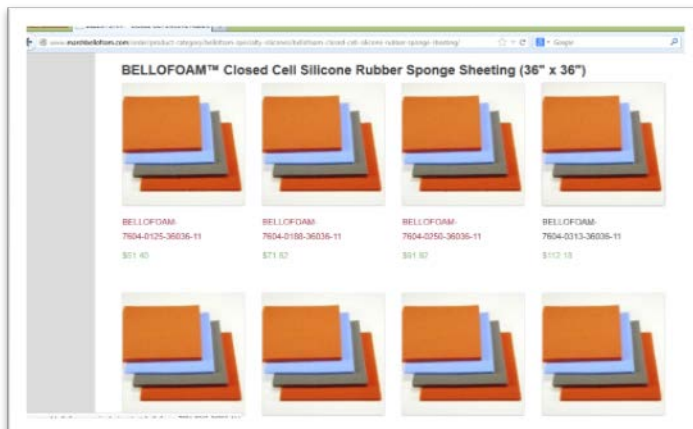
### Step 1: Getting Started

Go to [www.marshbellofram.com/order](http://www.marshbellofram.com/order). A link to this online ordering system may also be found via the "Order Online Now" icon at the very top of the homepage, as well as at the very bottom of the Marsh Bellofram homepage.



### Step 2: Select by Product Type

Click on the product photo to choose the initial product technology of interest. Please note, it will be possible to later return and order additional products across multiple divisions from a single cart order.

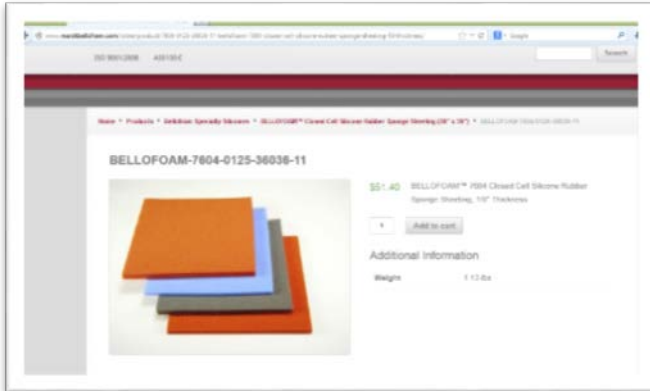


### Step 3: Select by Model Number

Search for the specific model number of interest by using the online search function of the online ordering system. If the model is not found in the cart, this typically means that the product is not presently available online.

Please consult Factory for guidance, as there may be an alternative model available for purchase which meets or exceeds required specifications.

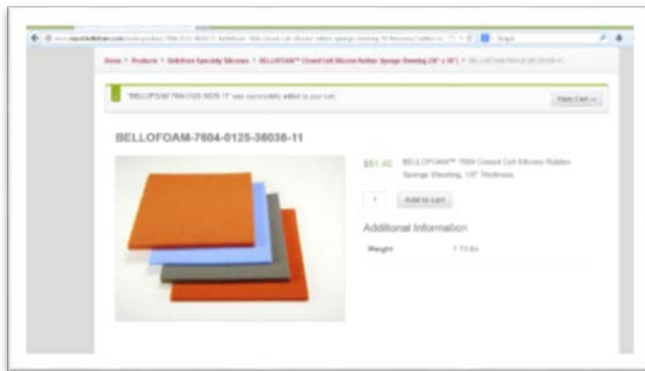
## Online Ordering Guide



### **Step 4: Add Product to Cart**

By reviewing the specifications of your chosen model number, please confirm correct product features, pricing and select desired quantity.

Then select “Add to Cart.” Please be sure to initiate this process only once to avoid duplicate product orders.

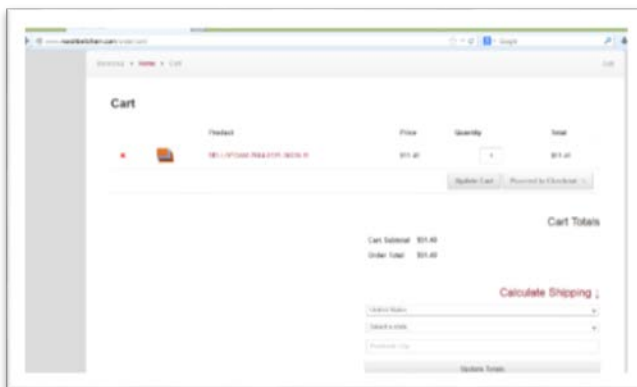


### **Step 5: Confirming Product in Cart**

A green check mark will appear across your screen, confirming that the product was added to the cart. Please make certain the system has confirmed your selection.

To Checkout, select “View Cart”;

To continue shopping, continue to search and add desired products, as per Steps 2-4.



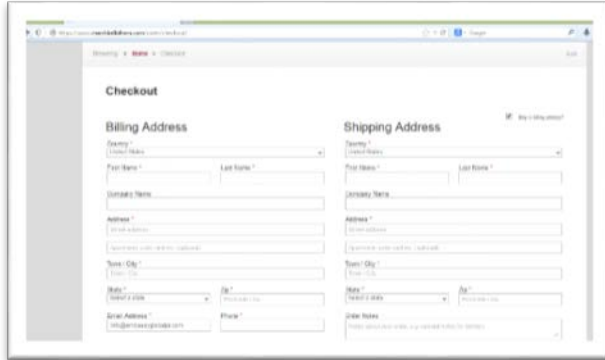
### **Step 6: Order Summary and Shipping**

Upon selecting “View Cart”, the cart will automatically show a summary of each product, quantity and total price, including applicable 6% sales tax for the State of West Virginia. Deletions and adjustments may be made at this time.

To configure UPS shipping costs based upon total product weight, enter in shipment address according to prompts under “Calculate Shipping.”

Total rate will automatically update, based upon City, State, Zip/Post Code and Country. Various options will be provided, for customer selection of delivery timeframes.

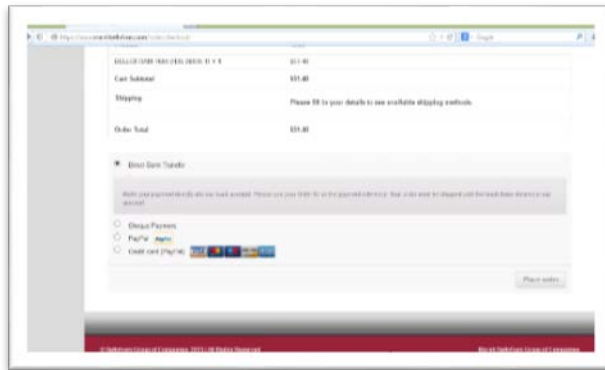
## Online Ordering Guide



### **Step 7: Enter Billing/Shipping Addresses**

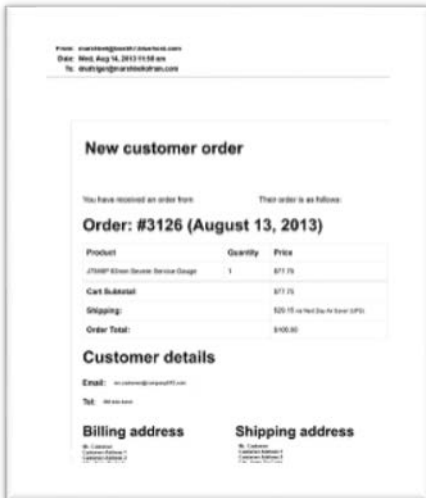
Once the Shipping Costs are configured by City, State and Zip/Post Code, you will be prompted to complete your billing and shipping address information.

Please complete this section carefully, to avoid delays in processing.



### **Step 8: Selecting Method of Payment**

Please select method of payment from among available options to complete your order. Important: Please be sure to select "complete order" only once, to avoid duplicate processing of orders.



### **Step 9: Automatic Order Confirmation**

An automatic order and payment confirmation will be immediately sent to the specified email address. A copy will be sent to Marsh Bellofram customer service to ensure order timely processing. You will also receive an automatic confirmation from PayPal when payment has been received.

### **Step 10: Confirmation of Shipment**

A member of the Marsh Bellofram team will be in touch to confirm the order details and confirm shipment. If changes are needed, please notify your customer service representative at the time of order confirmation.

### **Internal Online Ordering Contacts:**

Dwight Nafziger, VP of Sales and Marketing: 1-800-727-5646, ext. 335 [dnafziger@marshbellofram.com](mailto:dnafziger@marshbellofram.com)  
 Dawn Cunningham, Customer Service Supervisor: 1-800-727-5646, ext. 266 [dccunningham@marshbellofram.com](mailto:dccunningham@marshbellofram.com)

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## Online Ordering Systems - FAQs

### 1. What Can be Ordered from the Online Cart?

The online cart contains quantities of some of our most popular standard products. They have been specially designated for customer order online. If you have a suggestion for something not presently available in the cart, please contact us at [customerRFQ@marshbellofram.com](mailto:customerRFQ@marshbellofram.com)

### 2. Are There any Customer Eligibility Requirements?

The online ordering system is presently available to any new or existing Marsh Bellofram customer in the Americas (US, Canada, Mexico, South America). Product pricing for online ordering is as shown in the cart as listed, without exception. Models ordered online must be ordered at the pricing listed in the cart. For government (GSA customers), quantity discounts, or other pricing incentive programs, please contact the factory for assistance. Standard terms and conditions of sale apply. For customers located in Europe, Southeast Asia, or other areas, please contact your Regional Business Manager for ordering assistance. Please note that the Bellofram Group of Companies operates in full accordance with all U.S. export compliance laws and procedures and, where applicable and upon request, end user information may be required. In compliance with these procedures, the Bellofram Group of Companies reserves the right to deny or cancel any order that the Company suspects may be placed in violation of these eligibility requirements at its sole and absolute discretion, and without exception.

### 3. What If I Have Questions On My Order?

You may contact Marsh Bellofram anytime via email at [customerRFQ@marshbellofram.com](mailto:customerRFQ@marshbellofram.com), or call toll-free 1-800-727-5646, during normal business hours of 8:00 am to 5:00 pm EST, Monday thru Friday. Please have available a copy of your online order number for reference.

### 4. How Can I Make Online Adjustments Once My Order Has Been Submitted?

You will need to contact customer service to make any changes to an already placed order.

### 5. Once I Submit The Order, How Will I Know That Marsh Bellofram Has Received It?

The online ordering system will send a real-time order confirmation via email to the address specified at the time of order. That will be followed by an internal order acknowledgement.

### 6. How Far In Advance Do I Need To Place My Order?

Online orders may be submitted anytime, 24-hours per day, 7 day per week, 365 days per year. Any orders received after business hours, Monday thru Friday, 8 am – 5 pm EST, weekends or holidays will be processed on the next business day. For rush orders, please contact the factory.

### 7. What are Accepted Methods of Payment for my Online Order?

The online ordering system accepts direct bank transfer, Visa, MasterCard, Maestro, AMEX and Discover. Customers may also make payment directly via a PayPal Account or e-Check.

### 8. What Is The Process For Returning Products Ordered Online?

All online orders are processed according to the Bellofram Group of Companies Terms and Conditions of Sale, following standard RMA procedures. For a copy of this policy, please visit <http://www.marshbellofram.com/marsh/terms-and-conditions/>

### 9. Who are the internal contacts at Marsh Bellofram for online ordering?

Dwight Nafziger, VP of Sales and Marketing: 1-800-727-5646, ext. 335 [dnafziger@marshbellofram.com](mailto:dnafziger@marshbellofram.com)  
Dawn Cunningham, Customer Service Supervisor: 1-800-727-5646, ext. 266 [dccunningham@marshbellofram.com](mailto:dccunningham@marshbellofram.com)