



CONN-SELMER INC.
Doing Business with Conn-Selmer, Inc.



A Letter From Our President

Conn-Selmer, Inc.
P.O. Box 310
Elkhart, IN 46515-0310
U.S.A.

Dear Vendor:

Conn-Selmer endeavors to provide the finest band and orchestra instruments, products and services in the world.

Our vendors play a critical role in helping us to achieve our mission. We depend on the materials and services our vendor base provides. In order to make our relationship with you as beneficial as possible, we have developed this guide to doing business with Conn-Selmer, Inc.

You will, in one convenient place, find essential information on our purchasing, receiving and accounting policies. This guide also contains key contact and logistical information.

Conn-Selmer, Inc. understands that it is often times customary for business relationships to include various offers of hospitality and gifts. Conn-Selmer's policy is that we limit the gifts and hospitality that may be accepted by our employees; to promotional or novelty items such as those bearing the donor's logo and/or items (hospitality) with a value of less than \$25 USD. If you or your representatives offer gifts or hospitality of a value greater than the above, our employees will politely decline the invitation or gift.

We would like to thank you for following the guidelines we have provided. We hope that by providing you with this guide we will strengthen our business relationship and help each company meet their business goals.

We welcome you in joining us on our mission.

Sincerely,



John Stoner
President, Conn-Selmer, Inc.

CODE OF ETHICS

Ethical behavior in conducting business, recording transactions, reporting results, and effecting communications is the foundation upon which our business reputation is based. No short-term benefit can outweigh the long-term detriment resulting from the violation of ethics. Therefore, through this policy, the Company has instituted a Code of Ethics and Professional Conduct (the "Code").

The Company shall conduct business in accordance with all applicable laws, rules, and regulations of federal, state, provincial, and local governments, and other appropriate private and public regulatory agencies. Each Conn-Selmer employee shall ensure compliance with all such laws, rules, and regulations and shall neither engage in nor encourage bribery, price fixing, kickbacks, collusion, information tipping, or any related practice that might be, or give the appearance of being, illegal or unethical.

If you suspect a violation of this Code, you may report it to a supervisor/department head, the Company's general counsel, or the audit committee. Inquiries or reports may be directed as follows:

Dennis M. Hanson, General Counsel
Steinway Musical Instruments, Inc.
800 South Street, Suite 305
Waltham, MA 02453
dhanson@steinwaymusical.com

Audit Committee
Steinway Musical Instruments, Inc.
800 South Street, Suite 305
Waltham, MA 02453
auditcommittee@steinwaymusical.com

Reports may be made anonymously. However a name and contact instructions must be provided if a specific reply is sought.

Please take the time to read the full Code of Ethics on Steinway Musical Instrument's website at:

<http://www.steinwaymusical.com/codeofethics.html>

PURCHASE ORDERS

The Conn-Selmer, Inc. (CSI) purchasing department is the only group who is authorized to place purchase orders. Purchases made by CSI personnel not in the purchasing department are the responsibility of that person or the vendor. The purchasing department is open during the office hours where the purchasing agent is located. Vendors wishing to meet with a member of the purchasing department are requested to schedule an appointment. The last page of this document contains key information for each of our sites.

The CSI purchase order is the governing document in our relationship with any vendor. Our purchase orders do not have an acknowledgment copy. Any discrepancies in price, quantities, items or delivery must be phoned or faxed to the buyer at Conn-Selmer within 48 hours of receipt the purchase order.

Multiple purchase orders should be packed and invoiced separately but may be shipped together. Cartons must be clearly marked with a single purchase order number.

Over shipments must be pre approved by a Conn-Selmer, Inc. purchasing representative.

Shipments sent via expedited methods must be approved in writing.

We will accept Back Orders. All back orders shipping more than 14 days from original shipment must be approved by the purchasing department in writing or via e-mail.

We reserve the right to cancel any order not shipped as scheduled. Ship dates that appear on the purchase orders are "In House" requested dates. If the requested time frame can not be met, please call the purchasing department for approval and advise as to your corrective actions to remedy the delay.

It is understood that by acceptance of our purchase order, the seller warrants that all goods to be sold and delivered to us shall have been produced in compliance with requirements of the Fair Labor Standards Act of 1938, as amended by the Federal Wage and Hour Law and all other applicable governmental laws, rules, regulations and orders.

HAZARDOUS MATERIALS

Shipments containing hazardous materials should be shipped to us in compliance with all U.S. Federal Regulations. Only certified carriers should be assigned to deliver hazardous items. MSDS (material safety data sheets) must be faxed to our purchasing department before shipment of any order containing hazardous materials. A MSDS must also accompany the Bill of Lading.

Samples or trial orders containing components that could be considered hazardous must also have a MSDS faxed to our purchasing department, before the shipment, for review by our Environmental Engineer to assure the safety of our employees.

SUPPLIER REQUIREMENTS

CERTIFICATE OF INSURANCE

Once your company has been accepted as a supplier to Conn-Selmer, a copy of your Certificate of Liability insurance will be required to be on file.

The purpose of a certificate of insurance is to provide evidence that another party can satisfy various obligations, such as the payment of liability losses it has assumed under contract, the payment of workers' compensation benefits due its employees, and the payment for loss or damage to property for which it is responsible. There are any number of situations in which there is a need to assure that contracting parties have adequate insurance to meet such responsibilities. Whenever Conn-Selmer, Inc. and their operations are involved with an outside party whose operations increase Conn-Selmer's exposure to loss, Conn-Selmer, Inc. considers the need to require a certificate of insurance from the party.

When requesting certificates of insurance from third parties, it is important to remember that these certificates are an evidence of insurance, not a contract of insurance. These certificates should not be considered "substitutes" for your company's own coverage.

When evaluating certificates you obtain, all certificates should contain the following essential information:

- Name and address of authorizing agent
- Name and address of named insured
- Name of insurance company writing each policy
- Description of coverage in standard terminology
- Policy numbers
- Policy periods
- Limits of liability
- Description of coverage in standard terminology
- Name and address of certificate holder
- Notice of cancellation
- Authorized signature and date

The following minimum requirements for third party certificates of insurance are recommended:

- Employers Liability - *\$500,000 Each Accident/\$500,000 Each Employee-Disease/\$500,000 Policy Limit – Disease*
- Automobile Liability – *Combined Single Limit for Owned, Non-Owned or Hired Vehicles of \$1,000,000 Each Accident*
- General Liability – *Bodily Injury and Property Damage of \$1,000,000 Each Occurrence/\$2,000,000 Aggregate*

ADDITIONAL INSURANCE CONSIDERATIONS

- An excess liability or an umbrella policy may be shown to increase the primary
- List as additional insured: Conn-Selmer, Inc., its subsidiaries & affiliates
- Show as certificate holder: Conn-Selmer, Inc., its subsidiaries & affiliates 600 Industrial Parkway, Elkhart, IN 46515
- A renewal certificate will be required to be faxed on or before the expiration date and a hard copy will need to be mailed.
- If the insurance policy is on a “claims-made” basis, other requirements must be met before any approval can be considered. **Workers’ Compensation:** (if entering Conn-Selmer, Inc. property to deliver your product).
- Statutory limits must comply with insured’s respective state workers’ comp laws.

PROPER TAX IDENTIFICATION

All vendors must furnish a properly complied Federal W-9 (Request for Taxpayer Identification number and Certification) form. If at anytime there is a change to the vendor’s taxpayer identification, it is the vendor’s responsibility to immediately supply Conn-Selmer, Inc. with an updated W-9 form.

The most current W-9 form can be found at: <http://www.irs.gov/formspubs/index.html>.

Click on the link labeled “Forms and Instruction number”. The W-9 document will be near the top of the list.

IMPORTING GOODS INTO THE UNITED STATES

All foreign vendors are expected to comply with all Federal laws and guidelines as they relate to the importation of goods purchased by CSI into the United States of America. All foreign vendors should refer to the U.S. Customs and Border Protection web site for the most current laws, regulations and mandates. Their site may be found at: <http://www.customs.gov>.

Wood Packaging Materials – Please take note of new regulations pertaining to wood packaging materials (WPM). In a final rule published in the Federal Register on September 16, 2004, the U.S. Department of Agriculture (USDA) amended its regulations with the goal of decreasing the risk of introducing plant pests into the United States. USDA has adopted the international standard for wood packaging material (WPM) that was approved by the International Plant Protection Convention (IPPC) on March 15, 2002.

The IPPC standard calls for most WPM to be either heat treated or fumigated with methyl bromide in accordance with the Guidelines and marked with an approved international mark certifying that treatment. The final rule, which becomes effective on September 16, 2005, will affect all persons using wood packaging material in connection with importing goods into the United States.

Toxic Substances Control Act – Under the statutory mandate of Section 13 of the Toxic Substances Control Act (TSCA 13), the Secretary of the Treasury shall refuse entry into U.S. Customs territory to any chemical substance, mixture, or article which fails to comply with any rule, order or civil action in effect under TSCA. The Secretary of the Treasury has promulgated a final Customs rule under TSCA 13 at 19 CFR Sections 12.118 through 12.127, and 127.28 (amended). At 19 CFR 12.121 and 40 CFR 707.20, importers of chemical substances in bulk or mixtures are required to certify that the shipment either complies with all applicable rules and orders there under, or is not subject to TSCA.

Any products containing a chemical substance in bulk or mixture being shipped to Conn-Selmer must be coordinated with your CSI Buyer representative to ensure the proper forms are on file at CSI and with the Customs Bureau.

INDEPENDENT CONTRACTORS – 1099-MISC VENDORS

The Internal Revenue Service has specific guidelines for independent contractors, they include but are not limited to:

- The independent contractor will work with a number of clients.
- The independent contractor's role is to accomplish a final result and it's the independent contractor who will determine the best way to achieve that result. The independent contractor will define what the agreed upon result is in a contract with Conn-Selmer, Inc.
- The independent contractor pays his/her own taxes and files the required government forms.
- A city license, business license, and a fictitious name or dba statement will be obtained by the independent contractor. Also the independent contractor must obtain any necessary permits.
- Social Security taxes are the sole responsibility of the independent contractor.
- The independent contractor must obtain his/her own benefits including worker's compensation, disability, etc. The independent contract is not entitled to any benefits offered to Conn-Selmer, Inc. employees.
- The independent contractor can deduct business expenses from his/her income tax.

If you represent yourself as an independent contractor to Conn-Selmer, Inc., the company will request that you provide additional documentation to support of this request.

DAMAGED OR UNACCEPTABLE MERCHANDISE AND SERVICES

In the event Conn-Selmer, Inc. receives goods or services deemed to be not in a state suitable for, but not limited to receiving, acceptance or sale, Conn-Selmer, Inc will *issue and apply* a DEBIT MEMO in our accounts payable system for the amount of the goods or services not accepted,

received or deemed salable.

The Conn-Selmer, Inc. purchasing agent will then notify the appropriate contact from the Vendor's firm and advise as to the reason, quantity of product and dollar amount of the debit memo. Additionally, our purchasing agent will provide the Vendor with a copy of the debit memo in addition to providing one to our accounts payable department.

Conn-Selmer, Inc. expects the Vendor to promptly issue a corresponding **CREDIT MEMO** that ties to our debit memo.

All disputes related to the issuance of a Conn-Selmer, Inc. debit memo will be resolved between the Vendor representatives and our Purchasing department. Accounts payable has been instructed to apply all debit memos forwarded to them from the Purchasing team. Inquiries made of our accounts payable department related to debit memos will be referred to the purchasing team. Accounts payable is not authorized to change or un-apply a debit memo under any circumstance.

WHAT YOU CAN DO TO HELP US WITH THE TIMELY PAYMENT OF YOUR INVOICES.

All invoices must show our purchase order number.

One purchase order referenced per invoice.

Please have our item numbers listed on the invoice along with your corresponding item number.

Invoices are expected to have the correct payment terms, pricing and quantities. Missing or incorrect information will lead to delays in processing your payment.

We request that the items be listed on your invoice in the same order that they are listed on our Purchase Order.

Please, in case of Drop Ships, forward by fax, to the attention of the Conn-Selmer buyer a copy of the Bill of Lading and a copy of the packing slip. It will help alert us that the second party has the items requested.

Checks are run every Thursday and mailed every Friday. Other than scheduling to accommodate federal holidays, no exceptions will be made.

If you have any questions or comments concerning payment of an invoice please contact our Accounts Payable Department (574) 522-1675. The department is open Mondays through Fridays from 8:00 am to 5:00 pm Eastern Standard Time.

BECOMING A CONN-SELMER, INC. VENDOR

The next few pages contain information and conditions required of all vendors who do business with CSI.

It includes:

- Basic contact information.
- Remittance terms agreement.
- Terms and conditions governing our relationship.
- Requirements for shipping product.
- Key contact, logistic and hours of operation information for CSI sites.

Please review and submit to your CSI purchasing agent the required documentation in this packet as well as additional documentation you are expected to supply.

Do not forget:

- Certificates of insurance.
- Tax identification – a properly filled out Federal form W-9 (Request for Taxpayer Identification).
- Proof of licensure and proof of worker's compensation for independent contractors.
- MSDS sheets for any materials that require such documentation.
- Explicit notification of any hazardous materials or materials that require special handling.

VENDOR INFORMATION SHEET

Vendor Name: _____

Mailing Address: _____

Order Phone: _____

Order Fax: _____

Order E-mail: _____

Remittance Address: _____

Vendor Currency: _____

Sales Representative: _____

Phone: _____

Fax: _____

E-mail: _____

A/R Contact: _____

Phone: _____

Fax: _____

E-mail: _____

CONN-SELMER, INC. USE ONLY – THIS PAGE IS TO BE PLACED IN THE VENDOR’S FILE

Assigned Vendor Code: _____ Certificate of Insurance ___ W9 ___ 1099 Vendor YES/NO

Entered/Updated By: _____ Date: _____

Reviewed By: _____ Date: _____

REMITTANCE TERMS INFORMATION

Remittance Terms to Conn-Selmer, Inc.: **NET 45 Days** _____ ← Vendor Approval
_____ ← Date

OR

Remittance Terms if less than NET 45 Days: _____
_____ ← Vendor Approval
_____ ← Date

Conn-Selmer, Inc. Director of Purchasing approval: _____ ← Initial to confirm
_____ ← Date

Conn-Selmer, Inc. VP of Finance approval: _____ ← Initial to confirm
_____ ← Date

OR

Payment Discount Terms: _____ percent _____ days, NET _____
_____ ← Vendor Approval
_____ ← Date

Conn-Selmer, Inc. VP of Finance approval: _____ ← Initial to confirm
_____ ← Date

Signature of authorized Vendor Representative: _____

Printed name of authorized Vendor Representative: _____
_____ (Date)

Acceptance of Conn-Selmer, Inc. Purchasing Department: _____
_____ (Date)

THIS PAGE IS TO BE SIGNED AND PLACED IN THE VENDOR'S FILE

Purchase Order Terms and Conditions – Vendor Copy

Acceptance of this purchase order is limited to the terms on the face and back hereof. Additional terms on seller's form are objected to and rejected and shall be deemed a material alteration hereof.

Purchaser reserves the right to terminate this contract for its convenience. In such event seller shall immediately stop all work and observe any instructions from purchaser as to work in process. Seller shall be paid an equitable adjustment for work already performed.

Purchaser may also terminate this contract for cause in the event of a default by seller. In such event, purchaser shall not be liable to seller for any amounts, and seller shall be liable for, and shall hold purchaser harmless from, any damages occasioned by the seller's breach or default. If it should be determined that the purchaser has improperly terminated this contract for default, such termination shall be deemed to be for the purchaser's convenience.

Seller warrants that all goods or services furnished hereunder shall be merchantable, and free from any defects in workmanship or material. If seller has been informed of the use of the products, seller also warrants that the items furnished hereunder are suited and appropriate for such use. Seller shall indemnify and save the purchaser harmless from any breach of this warranty, and no limitations on purchaser's remedy in seller's documents shall operate to reduce this indemnification. Seller shall extend all warranties it receives from its vendors to purchaser, and seller's warranty shall extend to purchaser's customers. In no event shall Purchaser be liable for indirect, incidental, consequential or special damages, including loss of profits or punitive damages, even if advised in advance of their possibility. This warranty is in addition to all warranties contained under the law.

Seller warrants that the prices quoted hereunder are the lowest prices these or similar articles are sold by the seller to other customers, and in the event of any price reduction between execution of the purchase order and delivery of the goods, purchaser shall be entitled to such reduction.

Purchaser may delay delivery or acceptance of goods in the event of any unforeseen event. Seller shall hold the goods pending purchaser's direction, and purchaser shall be liable only for direct increased costs incurred by the seller by reason of purchaser's instructions.

Purchaser shall have the right to make changes in this order at any time and seller agrees to accept such changes. In the event such changes result in additional costs, purchaser shall make an equitable adjustment in the purchase price provided such additional costs are itemized for purchaser by seller within 30 days of the change.

Seller agrees to hold purchaser harmless from any patent or similar proceedings which are based on products sold by the seller hereunder. Seller shall defend any such suits at its own expense, and purchaser shall have the right to have such litigation monitored by its own counsel.

Payments for the goods delivered under this order shall not be acceptance of such goods. Goods shall only be deemed accepted when they have actually been counted, inspected, and tested by the buyer and found to be in conformance with this order. However, failure to inspect or test by purchaser shall not relieve the seller of any responsibilities hereunder.

This purchase order and any documents referred to on the face hereof constitute the entire agreement between the parties and can only be modified by a writing signed by both parties. No part of this order may be assigned or subcontracted without the prior written approval of the purchaser. Any monies due purchaser from seller can be set off from any monies due seller from purchaser whether or not under this contract. Purchaser's failure to insist on any right shall not operate as a waiver of any other right. Time is of the essence of this contract.

If this order includes work to be performed on buyer's premises, seller agrees to indemnify the purchaser from all losses or damage arising out of such work, to observe the highest safety standards, to maintain adequate insurance, and to furnish evidence of such insurance at purchaser's request.

Acceptance by authorized Vendor Representative: _____

Printed name of authorized Vendor Representative: _____

_____ (Date)

Signature of Conn-Selmer, Inc. Purchasing Department: _____

_____ (Date)

THIS COPY IS TO BE SIGNED AND GIVEN TO THE VENDOR

Purchase Order Terms and Conditions – Conn-Selmer, Inc. Copy

Acceptance of this purchase order is limited to the terms on the face and back hereof. Additional terms on seller’s form are objected to and rejected and shall be deemed a material alteration hereof.

Purchaser reserves the right to terminate this contract for its convenience. In such event seller shall immediately stop all work and observe any instructions from purchaser as to work in process. Seller shall be paid an equitable adjustment for work already performed.

Purchaser may also terminate this contract for cause in the event of a default by seller. In such event, purchaser shall not be liable to seller for any amounts, and seller shall be liable for, and shall hold purchaser harmless from, any damages occasioned by the seller’s breach or default. If it should be determined that the purchaser has improperly terminated this contract for default, such termination shall be deemed to be for the purchaser’s convenience.

Seller warrants that all goods or services furnished hereunder shall be merchantable, and free from any defects in workmanship or material. If seller has been informed of the use of the products, seller also warrants that the items furnished hereunder are suited and appropriate for such use. Seller shall indemnify and save the purchaser harmless from any breach of this warranty, and no limitations on purchaser’s remedy in seller’s documents shall operate to reduce this indemnification. Seller shall extend all warranties it receives from its vendors to purchaser, and seller’s warranty shall extend to purchaser’s customers. In no event shall Purchaser be liable for indirect, incidental, consequential or special damages, including loss of profits or punitive damages, even if advised in advance of their possibility. This warranty is in addition to all warranties contained under the law.

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Purchaser shall have the right to make changes in this order at any time and seller agrees to accept such changes. In the event such changes result in additional costs, purchaser shall make an equitable adjustment in the purchase price provided such additional costs are itemized for purchaser by seller within 30 days of the change.

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If this order includes work to be performed on buyer’s premises, seller agrees to indemnify the purchaser from all loses or damage arising out of such work, to observe the highest safety standards, to maintain adequate insurance, and to furnish evidence of such insurance at purchaser’s request.

Acceptance by authorized Vendor Representative: _____

Printed name of authorized Vendor Representative: _____

_____ (Date)

Signature of Conn-Selmer, Inc. Purchasing Department: _____

_____ (Date)

THIS COPY IS TO BE SIGNED AND PLACED IN THE VENDOR’S FILE

SHIPPING TO A CONN-SELMER, INC. FACILITY

In order to ensure that Conn-Selmer, Inc. receives your merchandise quickly and correctly, we required that you abide by the following parcel and palletization standards.

RECEIVING DOCUMENTATION

- All receiving documents should clearly indicate our purchase order number and list all item numbers, item descriptions and quantities contained in the shipment.
- Vendor contact information in the event of a receiving issue or freight damage.

RECEIVING CONDITION

It is the responsibility of all vendors to package and ship products accurately and correctly. Conn-Selmer conducts receiving inspections on all products prior to accepting them from the supplier. Receiving inspections include at least the following:

- The condition of the trucks or transport used to deliver the products.
- Quantity inspection and accuracy verification.
- Product quality inspection and verification.
- Packaging/stacking inspection and verification.
- Bill of lading and other transportation documentation accuracy.

If for any reason, the incoming inspections detect defects in these areas, products are not received into inventory, but are held in a non-conforming status until disposition is determined with the supplying company and CSI purchasing personnel. Vendors are allowed 24 hours to define an appropriate disposition. CSI reserves the right to return the products at the vendors expense after that time period.

PALLETS

- Pallets are not to exceed 48" in length, 40" in width and 60" in height unless prior approval is authorized by a qualified Conn-Selmer, Inc. purchasing agent.
- Used high quality pallets are acceptable so long as all boards and stringers are securely attached and no nails or screws are missing. Products stacked on broken pallets may be rejected by CSI receiving departments and returned to the vendor for repair/replacement.
- Products stacked in a manner that hangs over the edges of the pallet are not acceptable. Products stacked in this manner may be rejected by CSI receiving departments and returned to the vendor for repair/replacement.
- Products are to be packaged, stacked and wrapped in such a manner that CSI can double stack pallets in storage without incurring crushing or other product damage.
- Each pallet is to be clearly marked with the purchase order number.
- Each pallet is to have a breakdown of the contents on the pallet. A pallet packing list.

PARCELS

- Each parcel will require a label that contains the minimum information presented in both CODE 39 (3 of 9) bar code format and in English except for the item description which does not require a bar code.
 - The Conn-Selmer, Inc. purchase order number.
 - The Conn-Selmer, Inc. item number.
 - The item description.
 - The quantity of items per parcel.
 - The CSI purchase order unit of measure.

- Product packaging such as outer cartons/boxes/bags/etc. and individual products in retail selling format are to include the UPC code prominently displayed. Outer carton coding should be on the upper right hand corner of the carton whenever possible.

- Should a parcel contain a packing list for a pallet or for the entire shipment, it should be clearly marked.

Division	Conn-Selmer Inc Corp Office 600 Industrial Pkwy P.O. Box 310 Elkhart, IN 46516	Woodwind Facility 1000 Industrial Pkwy Elkhart, IN 46516	ADC Plt. A 1000 Industrial Pkwy Elkhart, IN 46516	Vincent Bach 500 Industrial Pkwy Elkhart, IN 46516
Purchasing Dept	Jackie Barnhorst Carrie Taylor	Jo Fulmer Jon Balog	Elaine Taylor Lori Szczypiorski	Dan Dustin Jason Ball
Phone	(574)522-1675	(574)295-0079	(574)295-0079	(574)295-6730
Fax	(574) 295-5405	(574)295-8613	(574) 294-2678	(574) 293-2370
Purchasing hrs	8:00am - 5:00pm	6am-3:30pm Mon- Thurs 6am-10am Fri	7:00am -3:30pm	6:00am -3:45 pm
Receiving Dept Hours	8:00am - 12:00pm 1:00pm - 4:30pm	6am-3:30pm Mon- Thurs 6am-10am Fri	7:00am - 3:00pm	5:45AM TO 11:25AM 12:00PM TO 2:00PM MONDAY~FRIDAY

Division	EDC Plt 2 2415 Industrial Pkwy Elkhart, IN 46516	G LeBlanc Corp 7001 30th Ave Kenosha, WI 53141	Frank Holton Co. 320 N. Church St. Elkhorn, WI 53121	Musser 505 Shawmut Ave LaGrange IL 60525
Purchasing Dept	Elaine Taylor Lori Szczypiorski	Greg Krueger Cheryl Ide	Greg Krueger Cheryl Ide	Bob Turner
Phone	(574)295-0079	(262)658-1644	(262)658-1644	(708)354-8383
Fax	(574) 294-2678	(262) 658-1216	(262) 658-1216	(708) 354-8403
Purchasing hrs	7:00am -3:30pm	7:30am - 4:00pm	7:30am - 4:00pm	6:30am - 2:00pm M-F
Receiving Dept Hours	7:00am - 3:00pm	7am-12pm 12:30-3:30cst	6am to 2:30pm cst after Labor Day 7am - 3:30pm (cst)	6:30am - 2:00pm

Division	Ludwig 2806 Mason Street Monroe, NC 28110	Ludwig Case 2806 Mason Street Monroe, NC 28110	Eastlake 34199 Curtis Blvd Eastlake, OH 44095	Cleveland Strings 1440 E 36th 5th Floor Cleveland, OH 44114
Purchasing Dept	Alan Smith	Alan Smith	Dave Jackson	Amy Lunder Pat Fiedler
Phone	(704)289-6459	(704)289-6459	(440)365-2356	(216)391-7723
Fax	(704)2269104	(704)283-2875	(440)951-3536	(216) 391-5318
Purchasing hrs	6:45am -3:15pm (est) M-F	6:45am -3:15pm (est) M-F	8:15am - 5:00pm (est) M-F	7:30am -4:00pm (est) M-F
Receiving Dept Hours	7:00 am-3:00 pm M-F	7:00 am-3:00 pm M-F	7:15am - 11:15am 11:45am - 4:30pm	7:30am -4:00pm (est) M-F