



ISO 9001-2000  
AS 9100  
TS16949-2002  
Nadcap  
FAA

Dear Valued Customer:

It is a pleasure to welcome you! M.S.I. will work hard to maintain a long and mutually prosperous relationship.

Enclosed is a list of all services provided by M.S.I., a checklist including all necessary information required for a quote or purchase order to be processed promptly, a list of minimum charges by process, and a credit application.

Also enclosed is a copy of "Statement of Policy and Terms" explaining M.S.I.'s conditions of doing business and liability limitations. The "Statement of Policy and Terms" is also set forth on the reverse of all quotes and invoices. Acknowledgment of these policies can help reduce future misunderstanding(s). Please review, sign, and return a copy of the "Statement of Policy and Terms."

The metal finishing industry, especially electroplating, is required to comply with increasingly stringent requirements relating to the environment. Metal finishing is the second most regulated industry behind only the nuclear industry. M.S.I.'s ever increasing costs related to environmental compliance (such as hazardous material handling, waste disposal, facility permitting and modifications, and employee training) have required implementation of an environmental surcharge.

A 3% surcharge for **precious metal** business (gold, silver, rhodium, palladium, et. al.) and a 6% surcharge for **non-precious metal** business will be added.

If you would like a more detailed explanation or require a different procedure for surcharge cost application, please contact the sales department.

Again, thank you for choosing M.S.I.

Sincerely,

Charles K. Bell  
C.E.O.