

# Rathbone Lithium Ion Battery & Charger Order Process Procedure

It is common for our lead time to run from 7 to 21 working days. Of course THIS IS THE REASON that you are able to receive the pricing structure of Premium LG Chem, Panasonic and Sanyo BEST cells and excellent Rathbone product at the price of Chinese cell packs. We depend on high volume at very low margin.

1. Usually the lead time works like this:
  - a. Usually, over a few days, I collect enough orders to do two things,
    - i. Meet my minimum order requirements per shipment.
    - ii. Spread the international freight enough so that I can continue the current price structure
    - iii. Spread the international bank wire expense
    - iv. Spread the customs and duties expenses.
2. Then I send a purchase order to the factory.
3. The next working day I receive a Proforma total with freight.
4. I then go to my bank and send a bank wire to the factory.
5. Usually, +/- 15 working days, sometimes later, I receive an email letting me know the product has shipped.
6. \*The day I receive a client's money is not necessarily the day I run the bank wire to the factory.
7. \*Sometimes I am waiting to meet the minimum, sometimes I have someone or more than one other client asking me to hold up my order so they can get their money in line and send to me so they will be in that shipment.
8. **Back Orders:** Understandably, I do not pay special freight to receive incoming back orders.
9. After I receive shipments I open all boxes, I
  - a. Inspect and test the batteries and chargers
  - b. Log the serial numbers
  - c. Stage the product for clients in chronological order
  - d. Pack
  - e. Run paper work
  - f. Ship, the client receives copy of the shipping status
10. What I know NOT to do:
  - a. Contact my manufacturing vendor asking the status of the batteries.
  - b. Since I am an assembler in a manufacturing environment I understand that there are always variables and that my vendor has other work that must be attended and for his own reasons, has his absence days as well. He is a good vendor and I want to keep him as a good vendor. He will tell me anything special I need to know as soon as he can if he deems necessary.
11. Absence, Back log of other items to be manufactured for other markets, daily rolling power black outs (Very common in China), and something I mention in other parts of my web sites, battery cell allocation issues. I do not accept substitute battery cells so when allocation issues happen the factory knows I do not accept substitute cells. I wait.

- a. **From my Buy American Page:** My Lithium Ion Broadcast Battery packs are manufactured in China to my specifications using LG Chem, Panasonic, and Sanyo, and BEST cells.
12. Of course, ALL of these reasons have a lot to do with the very low price you received for premium battery packs, and the hit I am taking in margin loss.
13. BUT NORMALLY, ALL IS SMOOTH.

Ron L Rathbone  
Rathbone Broadcast Batteries, LLC.  
[sales@rathbonebroadcastbatteries.com](mailto:sales@rathbonebroadcastbatteries.com)  
[sales@rathboneenergy.com](mailto:sales@rathboneenergy.com)  
865-484-1783 Office  
[www.rathboneenergy.com](http://www.rathboneenergy.com)  
[www.rathboneenergy.biz](http://www.rathboneenergy.biz)  
[www.rathbonebatteries.com](http://www.rathbonebatteries.com)  
[www.rathbonebatteries.com](http://www.rathbonebatteries.com)  
[www.allbroadcastbatteries.com](http://www.allbroadcastbatteries.com)  
[www.rathbonebroadcastbatteries.com](http://www.rathbonebroadcastbatteries.com)