



DONAHUE INDUSTRIES, INC.

A Full Service Metal Stamper

5 Industrial Drive, Shrewsbury, Massachusetts 01545 USA
 Tel: (508) 845-6501 Fax: (508) 842-7665 E-mail: sales@donahueindustries.com

Contact Donahue Industries, Inc.

Our Team

President Judith (Judy) L. Donahue
Vice President of Operations Walter J. Laptewicz, Jr.
Plant Superintendent Joseph A. Draleau, Jr.
Shipping/Receiving Francis (Archie) Archambault
Secretary/Accounts Receivable Roberta Rotolo



Joe Judy Walter

How To Reach Us

Phone 508-845-6501
Fax 508-842-7665
E-mail DonahueInd@aol.com

Who Can Answer Your Questions Regarding:

	Judy	Walter	Joe	Archie	Roberta
Accounts Receivable					Yes
Changing Trucking Vendors	Yes	Yes		Yes	Yes
Engineering and Other New Part Ideas		Yes			
Orders:					
Acknowledging an Order (via fax or mail with an estimated ship date)	Yes		Yes		
Placing an Order: Call us, E-mail us, Fax us	Yes	Yes	Yes		Yes
Getting a PRO Number for a Recently Picked Up Shipment	Yes	Yes			Yes
Changing an Order	Yes	Yes	Yes	Yes	Yes
Getting an Order Shipped Earlier			Yes		
Checking on an Order Status:					
Non-UPS	Yes	Yes	Yes		Yes
UPS	Yes				Yes
Invoices					Yes
Quality Problems	Yes	Yes	Yes		
Quotes	Yes	Yes			
Shipping:					
Memo Copies (via fax)	Yes	Yes			Yes
Other Questions (how many drums, weight, etc. for a future shipment)				Yes	

Our Credit Terms: F.O.B. Shrewsbury, MA

Our normal credit terms are COD until our credit department has received the names, addresses, telephone numbers, and fax numbers of your credit references for a credit check. We also ask for your Dun & Bradstreet number and rating. If you qualify, we'll be happy to extend to you our terms of **1/2% 10 days, net 30 days**. Searches take about two to three weeks.

Getting A PRO Number for A Recently Picked Up Shipment

The PRO number is placed on the original Bill of Lading, which is mailed to you with an invoice the morning after a shipment takes place. We do our best to record that number when we receive it. We will be happy to share that information with you.

Quality Problems

Joe will complete a Corrective Action Report for your records to make sure we understand what the problem is. We will take immediate action to correct the problem.

Quotes

We're always willing to try to be priced competitive. If our prices aren't where they should be, we'd appreciate your sharing this information with us. Please communicate with us. We can't be a partner in keeping you competitive if we don't know what "competitive" means to you.

We're here to be of service to you.

Our partnership's foundation is built on communications. Good or bad, we ask that you share your thoughts with us so that we can learn how to be of better service to you. Please don't hesitate to call us if you need help! If you find that you're not getting a quick enough response, please call Judy immediately.