



Designers and Manufacturers of Mobile Health Clinics

PROCEDURE FOR MOBILE CLINIC ORDERS

The following steps are to be used as a guideline - starting with first customer contact through delivery (approximately 180 days):

1. Customer contacts ADI Mobile Health regarding a mobile clinic project
2. ADI asks questions to clarify project requirements and specifics
3. ADI prepares and sends concept floor plan(s) to customer.
4. Customer revises floor plan as needed, adds desired options, and deletes options not needed.
5. Customer approves concept floor plan and asks for a quotation.
6. Detailed quotation is sent to customer
7. Customer accepts quotation and/or issues purchase order
8. Customer sends deposit with PO, signed floor plan & quotation sheet (50% of Total Order)
9. Chassis / Shell is ordered from Winnebago
10. Shell serial number is sent from Winnebago and confirmed to customer
11. Customer sends 1st Progressive Payment (45% due at 60 days). At this time all build out equipment is ordered and becomes the customer's property.
12. ADI receives chassis / shell from Winnebago and begins build-out (90-120 days after order is placed with Winnebago). VIN number is confirmed to customer.
13. Mobile Clinic inspection by customer at factory 20 days prior to ship out. (NOTE: any change orders issued at the final inspection may delay delivery)
14. Customer sends Final Payment (5% due at customer inspection or a minimum of 10 days prior to ship out from ADI. Note: The customer **must** have proof of insurance prior to the 3rd (final) payment – ADI's insurance ceases at delivery)
15. The Mobile Clinic is delivered to customer by contract driver (at a charge of \$1.75/mile), or picked up by the customer at the Tualatin factory (at no charge).
16. The vehicle title (Manufacturers Certificate of Origin) will be issued, notarized, and sent to the customer or lien holder only **after** the mobile clinic has been paid for **in full**.
17. Mobile Clinic customer training is held (at customer's location if ordered).
18. Retraining will be provided (for the cost of travel expenses - airfare, hotel, rental car, meals, etc.) at any time for new staff or current staff members.
19. Customer contacts ADI with post-delivery, technical and training questions (8:30 am to 5 pm P.S.T.).

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