



Designers and Manufacturers of Mobile Health Clinics

ADI Procedure for Mobile Clinic Orders

The following steps are to be used as a guideline - starting with first customer contact through delivery (production/delivery time is dependent upon chassis, shell and materials availability and is a minimum of 270 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.
8. ADI issues deposit invoice (if requested by customer)
9. Customer sends deposit (50% -60% of Total Order) with PO and/or signed floor plan & quotation sheet
10. Chassis / Shell is ordered from Winnebago
11. Shell serial number is sent from Winnebago and confirmed to customer
12. Customer sends 1st Progressive Payment (due at 90 days). Please note that ADI offers a 1% discount for payment in full instead of progressive payments.
13. ADI receives chassis / shell from Winnebago and begins build-out (approximately 150-180 days after order is placed with Winnebago. Delivery time from Winnebago depends upon chassis availability). VIN number is confirmed to customer.
14. Mobile Clinic inspection by customer at factory or via video conference (Zoom or Google Duo) 10-20 days prior to ship out. (NOTE: any change orders issued at the final inspection may delay delivery)
15. Customer sends Final Payment which includes any change orders issued during production, and is due at customer inspection or a minimum of 10 days prior to ship out from ADI.
16. The vehicle title (Manufacturers Certificate of Origin) will be notarized and sent to the customer or lien holder only **after** the mobile clinic has been paid for **in full**.
17. 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). Note: ADI recommends that the customer has an insurance policy in place prior to delivery as ADI's insurance ceases at delivery (upon acceptance of the unit by customer).
18. Mobile Clinic customer training is held (at customer's location, via video conferencing, or at the Tualatin factory). Re-training can 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, warranty and training questions (9:00 am to 5 pm PST).

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