

Gopher Performance makes everything easy, from start to finish!

UNCONDITIONAL 100% SATISFACTION GUARANTEE

You simply won't find a better guarantee!

If you are not satisfied with any Gopher Performance purchase for any reason at any time, contact us and we will replace the product, credit your account, or refund the purchase price.

No hassles. No restocking fees. No kidding!

SUPERIOR CUSTOMER CARE

Our goal is to make your experience easy and hassle-free!

No more annoying automated menus to navigate - when you call Gopher Performance your call will be immediately answered by one of our knowledgeable, experienced team members that are equipped to answer your questions quickly and completely.

FAST OR FREE™ DELIVERY GUARANTEE*

We deliver it to you - and we deliver it FAST!

In-stock products arrive in 4 days or less or the Shipping, Handling, and Processing is FREE! See below for complete details.

If you need your products even faster, rush or overnight delivery is also available. Please call for details.

CONTACT US

Phone:

1-800-847-5334

1-507-451-7470 (Outside the U.S. & Canada)

Fax:

1-800-862-0761

1-507-451-4755 (Outside the U.S. & Canada)

E-Mail:

Orders or Questions

customerservice@gopherperformance.com

Online:

www.gopherperformance.com

Mail:

Gopher Performance

2525 Lemond St SW, PO Box 998

Owatonna, MN 55060-0998

Save Time Ordering! Quickly build and submit your order by using the Quick Order Tool or Purchase Order Tool on our home page. The Purchase Order Tool allows you to accurately build a PO that can be e-mailed or printed for approval. After your cart is ready, follow the simple checkout instructions to complete your online order.

We'd love to hear from you! Give your opinion (and see those of others) by using the Ratings & Reviews feature online to rate and review products you have previously ordered.

Your preferences matter to us! In continued efforts to provide superior customer care, we want to contact you in the most efficient way possible. If you would like to request a change in how your organization is contacted in the future, please let us know!

1. Visit us at www.gopherperformance.com/catprefs and click on "Contact Us."
2. E-mail us at customerservice@gopherperformance.com.
3. Fax the back of your catalog with changes to 1-855-858-5505, Attn: Catalog Preferences.
4. Call us at 1-800-847-5334.

SHIPPING, HANDLING & PROCESSING

***Fast or Free™ Delivery Guarantee:** If your order is not delivered within four business days of ordering, we'll send you a gift card for Gopher Performance merchandise equal to the value paid for SH&P. Four-day shipping applies only to orders for in-stock merchandise placed before 3PM CST and shipped within the contiguous United States or Canada. Some exceptions for remote locations do apply.

Shipment Time: Once your order leaves our dock, transit time within the contiguous United States varies from one to four business days depending on location. Shipments to Alaska and Hawaii require additional transit time. For your convenience, we've listed FedEx ground delivery times when shipped from Minnesota. These shipping times do not cover truck shipments.

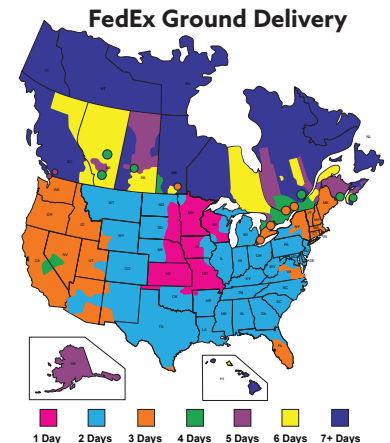
Express Delivery: Please call for availability.

Shipping, Handling & Processing (SH&P) Charges:

For details on SH&P charges, please refer to the chart on the following page. Charges vary based on final destination and on parcel vs. truck items.

Products Shipped Via Truck: Products with orders exceeding 400 lb or 60 cubic feet ship via truck (rather than FedEx). To save shipping expenses and keep prices low, some of these products ship directly from the manufacturer; these products will arrive in a separate shipment from those products that are shipped from our warehouse. Because of their large size or weight, truck shipments require delivery to an elevated loading dock. If your facility does not have an elevated loading dock, your item will have to be delivered using a truck equipped with a liftgate (to lower the product from the truck to the ground), and a \$90.00 liftgate charge will be added to your order.

Customer Contact: Please indicate the requisitioner's name on your order so we know whom to contact with questions.



CREDIT/PAYMENT

Federal Tax ID#: 41-1796468

Canadian GST#: R894270974

Payment and Credit Terms:

30-day payment terms are extended to all government agencies and public institutions using an authorized purchase order, and for other institutions with previous credit approval. Charge privileges are extended to qualified customers that complete a credit application online (www.gopherperformance.com) or contact our credit department directly.

Payment Methods: Payment may be made by check (to Gopher Performance), money order, GSA SmartPay®, or by major credit card (Visa, MasterCard, Discover, AmEx). When paying by check, Authorization is given to use information from your check to make a one-time electronic fund transfer from your account,

or to process the payment as a check transaction. For electronic transfers, funds may be withdrawn as soon as the same-day payment is made. Checks will not be returned from your financial institution.

Tax Exemption: If your organization is exempt from paying sales tax, a copy of your exemption certificate must be provided (e.g. forms ST-3, ST-4, Multi-Jurisdictional or Direct Pay Permit). Please submit a copy of your completed Tax Exempt Certificate, Resale Certificate or Direct Pay Permit, listing Gopher Performance as the seller, along with your Account Number to our Customer Care team by mail, fax or email. Note: Payment by personal credit card/check may void the exemption.

Pricing: While we make every effort to honor our prices for the life of this catalog, occasionally prices must be adjusted and are subject to change.

ICONS IN THIS CATALOG

G Product has been developed specifically to address the needs of professionals like you. Each is designed to be of the highest quality and to offer unique benefits in the areas of convenience, functionality, and/or value not offered by other products.

NEW Indicates products that are new to this catalog.

GSA Discounted pricing available for GSA Small Business Contract Holders. GSA Contract: GS-07F-8989G

Gopher Performance products with the ® symbol are trademarked and registered in the U.S. Gopher Performance products with the ™ symbol are awaiting registration or are common law trademarks. Visit our website for a complete listing.

CALL US TODAY: 1-800-847-5334

Specialty & Custom Order Products: You can order customized versions of products noted throughout the catalog!

New Construction & Renovation: We're dedicated to helping with your new facility construction or renovation!

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Please include the Catalog Code from the back of this catalog on your order. (even if you are not using this form)

Step 1		Please enter the products you would like to order.					
Item Number	Qty	Color (if needed)	Size (if needed)	Item Description	Unit Price		
					\$	\$	
					\$	\$	
					\$	\$	
					\$	\$	
					\$	\$	
					\$	\$	
					\$	\$	
					\$	\$	
					\$	\$	
Additional Order Form (Enter quantity desired at left.)					\$ FREE	\$ FREE	

Shipping, Handling & Processing Charges			Step 2	Add shipping and tax
Shipment Type	48 Contiguous States and Southern Canada*	Other Locations	<input type="checkbox"/> Add SH&P <small>(See chart at left for details on how to calculate charges)</small>	\$
Parcel Shipments	17% of order value or \$5, whichever is greater	Shipments to Alaska, Hawaii, Yukon Territory, Northwest Territory, Nunavut, Newfoundland, and Labrador will be charged 23% of the order value. Remote locations may incur additional delivery charges.	<input type="checkbox"/> Add Sales Tax <small>(Where state/local law applies) *See following page for details on tax exemptions</small>	\$
Truck Shipments	17% of order value or \$75, whichever is greater		<input type="checkbox"/> Add Liftgate Truck Delivery <small>(\$90, if required)</small>	\$
Liftgate Truck Delivery <small>Items shipped by truck equipped with a liftgate for proper delivery.</small>	Additional \$90, used if a facility has no elevated loading dock		<input type="checkbox"/> Add Inside Delivery	FREE
Two-Person Delivery <small>Items unloaded and delivered to a specified room/area.</small>	Additional \$150 + liftgate \$90, if needed	For international shipments, please contact us to receive a freight quote.	<input type="checkbox"/> Add Two-Person Delivery <small>(\$150, if required)</small>	\$
Saturday Delivery	Additional \$150		<input type="checkbox"/> Add Saturday Delivery <small>(\$150, if required)</small>	\$
Inside Delivery <small>Items delivered inside front door on first floor.</small>	No additional charge		TOTAL	\$

*Excludes delivery to Yukon, Northwest, Nunavut, Newfoundland, and Labrador

Step 3	Please check the box next to one of the following payment types and enter your payment information.		Step 4	Please enter the 5- or 6-digit Catalog Key Code on the back of this catalog.
<input type="checkbox"/> Purchase Order	P.O. # _____		Catalog Key Code	Make checks payable to Gopher Performance.
<input type="checkbox"/> Credit Card	Credit Card Number _____ CVN _____			
Check one: <input type="checkbox"/> Visa	Name on Card _____ (3-digit code on back of card)			
<input type="checkbox"/> Discover	Billing Address _____			
<input type="checkbox"/> MasterCard	City _____ State _____ Zip _____			
<input type="checkbox"/> Check* <input type="checkbox"/> SmartPay	Signature _____ Exp Date _____			

Step 5	Please enter Billing and Contact Information below.	Step 6	Please enter Shipping Information below.	<input type="checkbox"/> Check here if same as Billing Information.
Organization _____	Requisitioner's Name _____	Organization _____	Attn: Name _____	
Requisitioner's Title _____	Address _____	Attn: Title _____	Address _____	
City _____ State _____ Zip _____	Phone () _____ Fax* () _____	City _____ State _____ Zip _____	Phone () _____ Fax () _____	
E-Mail* _____	* Please include e-mail address or fax number so we can acknowledge your order when it is processed.	E-Mail _____	Contact name and phone number if there are questions about your order	

Step 7		Submit your order:		
PHONE	1-800-847-5334 <small>Outside the U.S. & Canada: 1-507-451-7470</small>	ONLINE	www.gopherperformance.com	
FAX	1-800-862-0761 <small>Outside the U.S. & Canada: 1-507-451-4755</small>	E-MAIL	customer@performance.com	
			MAIL	
			Gopher Performance 2525 Lemond St SW PO Box 998 Owatonna, MN 55060-0998	

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