

**From the desk of:
Ron L. Rathbone**

Order Process Procedure for Rathbone Energy Rebuild Service

This depends on the type battery. For example:

1. Broadcast Batteries. Depending on the manufacturer,
 1. Some batteries, designed cost effectively for the user, are simple to open with screws, others are glued together and sealed.
2. We have the proper tools to professionally open and securely close either design. Lets consider Rebuilding an Anton Bauer Digital, Logic ProPac or Hytron 100 / 120 / 140 for example.

Premium Service: Opening, Building, Installing, Closing, and Welding:

If you are rough on your battery packs this new plastic welding technique is for you. At Rathbone Energy our professional opening, closing, and welding technique is a multi-part process. **P = Premium; E = Economy**

1. Your battery packs are cleaned. **P**
2. The batteries are
 1. Received in: **P & E**
 2. Assigned serial numbers: **P & E**
 3. Cleaned up: **P**
 4. Paperwork delivered to front office. **P & E**
 5. Immediately Disassembled: **P & E**
 6. Placed in a "hold while processing" queue awaiting signed paperwork and payment from the client: **P & E**
 7. After paperwork and payments are received your shells are placed in an assembly line awaiting assembly of their battery inserts for installation: **P & E**
3. **CREDIT CARD CHARGE BACKS ARE IN EFFECT A NON SUFFICIENT FUNDS CHECK:**
4. AMEX, MASTER CARD, and VISA WILL CHARGE YOU EXPENSIVE FEES FOR FRIVOLOUS CREDIT CARD CHARGE BACKS.
5. We make every effort to make all clients aware that even though we immediately start the work on your custom manufactured battery packs there is always the potential for unforeseen delays. Very, very occasionally a client will threaten a chargeback if he / she is not placed in front of others or we cannot perform magic and blow away unforeseen events. Actually, most of these very few are simply denying delivery and attempting to get free merchandise.
6. Charge backs were an issue in the 1994 recession and are now again in our Depression of 2008 becoming an issue that **MUST and WILL** be controlled. Charge backs effect our business in a very, very negative manner and can disable us from doing business. Credit Card Charge Backs

1. Disrupt our daily operation and labor to research and supply documentation back to the Merchant Provider.
2. Disrupt our cash flow causing
 1. NSF Fees
 2. Returned Checks
 3. Returned Payments to Credit Cards used every day to purchase inventory or accessories
 4. Thus causing increases in Credit Card Interest Rates
3. Disrupt our ability to purchase inventory
 1. Thus causing someone's battery packs not to be built on schedule.
 2. An incoming call wanting to know the status of battery orders.
 3. Lost Sales and Profits
4. Disrupt our ability to pay utilities, telephones, internet, and payroll, to name only a few.
7. THIS ALL ADDS UP AND YOU AND YOUR COMPANY WILL BE RESPONSIBLE FOR ALL WILLFUL AND MALICIOUS INTENT TO DISRUPT OUR CASH FLOW.
8. CLIENT AND COMPANY THAT CLIENT REPRESENTS UNDERSTANDS THAT THEY CORPORATELY AND INDIVIDUALLY ARE RESPONSIBLE FOR ANY CREDIT CARD CHARGEBACK FEES AGAINST RATHBONE ENERGY, INC. REGARDING SAID PURCHASE ORDERS / SALES ORDER CONTRACTS AND WILL INCUR A MINIMUM \$100.00 FEE PER OCCURRENCE. IN ADDITION, CLIENT AND COMPANY RESPONSIBLE FOR CREDIT CARD CHARGEBACK AGREE TO REMUNERATE RATHBONE ENERGY, INC., FOR ANY AND ALL EXPENSES INCURRED BY RATHBONE ENERGY, INC. REGARDING SAID CREDIT CARD CHARGEBACK INCLUDING BUT NOT LIMITED TO ANY AND ALL BANK FEES, NON-SUFFICIENT FUNDS FEES (NSF), VENDOR RETURN CHECK FEES, LEGAL FEES, OR ANY OTHER FEES OR LOSSES INCURRED BY RATHBONE ENERGY, INC., AS A RESULT OF A CLIENT CREDIT CARD CHARGEBACK. NO EXCEPTIONS.
9. DISRUPTION OF OUR CASH FLOW IS A SERIOUS ISSUE AND CLIENT SHOULD UNDERSTAND THAT WE WILL PURSUE ANY AND ALL LEGAL AVENUES NECESSARY TO COLLECT ANY AND ALL LOSSES FROM CREDIT CARD CHARGE BACKS CAUSED BY THAT CLIENT AND COMPANY, NO EXCEPTIONS.
10. What Could Other Fees include:
 1. Suppose your chargeback caused one of our credit card payments to bounce and our credit card issuer raised our interest fees.
 2. Suppose your chargeback caused one of our vendor checks to bounce and we then had to start prepaying \$5,000.00 to \$10,000.00 per order for our inventory.
 3. Suppose a felony warrant was issued by one of our vendors against the person here signing a check that bounced because of your chargeback.
11. Someone else has to wait longer on their battery pack because you interrupted the financial flow of inventory
12. If this is unacceptable client may send personal or company check before their product is placed in line for the custom manufacture rebuilding or recelling procedure.
13. **Delivery Signature IS required.**

WE IMMEDIATELY START WORK ON YOUR CUSTOM MANUFACTURED BATTERY PACK SUCH AS A PROPAC OR HYTRON

1. ProPac and Hytron 100 Series:
 1. Your Exterior Band which reads something like, "Anton Bauer" is removed WITHOUT CUTTING THE BAND. **P & E**
 2. A precise and special type cut is performed to open the case thus allowing for a clean weld.: **P**
 3. Hytron 50, Dionic 90. TrimPac, ComPac, and Proformer are opened differently.

2. The Old insert is removed and secured for transporting to a battery recycle company. Cost are incurred for disposal and freight of the old cores. P & E
3. Your electrical / power contacts, fuses, and fuse contacts are cleaned.: P
4. Wiring Harness Stress Points are reinforced, P
5. 26AWG Ground Wire is replaced with a 20AWG ground Wire. P
6. New inserts are built and tested on sophisticated analyzers. P & E
7. Insert is installed into your existing wiring harness and tested. P & E
8. Circuit Boards are tested. P
9. After passing initial test the open battery is placed on one of our Anton Bauer 2702 InterActive charger's with DDM for testing. P
10. After passing those test A special welder and correct accessories are used to again seal the case securely and professionally. (ProPac and Hytron 100 Series), No "Bonding" - Glue.: P
11. Your existing Exterior Band that reads something like, "Anton Bauer", is again placed back around the battery case, usually looking better than when it arrived for recell. (ProPac and Hytron 100 Series) P
12. A faceplate with your name or logo and phone number is attached to the front of the case. P
13. The battery pack looks great, performs great, and is then packed and shipped back to you.
14. We receive your many complimentary letters or emails, which for us, is a great reward.

This high tech plastic welding technique is so strong we have to reopen the cases just like a never before opened battery, and the cases can be recelled over and over without loss of battery dimensions.

We make no secret of our professional building process or procedure. Battery packs are a specialty build product. Important detail information in our battery facts and FAQ's listed at the bottom of the page. We are a small company in Newport Tennessee with a regional office in Kennesaw Georgia, and **have been in business since 1989.**

Sincerely,

Ron L. Rathbone
Rathbone Energy, Inc.