



Dear Valued Customers,

We are excited to announce that the Alpha Source powered by Probo Medical biomed and diagnostic imaging parts distribution currently located in Milwaukee, WI will be relocating to our Probo Medical offices in Jeffersonville, IN. This move is part of our ongoing efforts to better serve you by increasing stock availability and shipping speed.

Key details of the transition:

- **Order Processing Pause: Monday, February 24th through Sunday, March 2nd, 2025.**
    - During this time, we will be unable to process any orders as the parts will be in transit to the new location.
    - Orders will be accepted during this time, however, will not ship until Monday, March 3rd, 2025.
  - **Special Discount During the Transition**
    - To thank you for your patience, we are pleased to offer a 5% discount on the total of any order submitted during the relocation period (February 24-March 2nd, 2025).
  - **Order Submission Deadline: Friday, February 21st ,2025.**
    - To ensure timely shipment of in-stock items, please submit all orders by 3:00 p.m./central time on February 21, 2025.
  - **Order Processing Resumes: Monday, March 3, 2025.**
    - Shipping will resume at the start of the business day on Monday, March 3, 2025.
  - **Our order submission process & customer service team remains the same. Customer Service can be reached by phone at 1-800-654-9845, (select option 2, then option 2 again) or by email at [ASG-Customer.Service@ProboMedical.Com](mailto:ASG-Customer.Service@ProboMedical.Com)**
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We greatly appreciate your understanding and cooperation during this transition. This move reflects our commitment to continuous improvement and ensuring your satisfaction remains our priority. Should you have any questions, please don't hesitate to contact our customer support team at [ASG-Customer.Service@ProboMedical.Com](mailto:ASG-Customer.Service@ProboMedical.Com). Thank you for your continued partnership, and we look forward to serving your needs from our new location!

Best Regards,  
Ryan



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