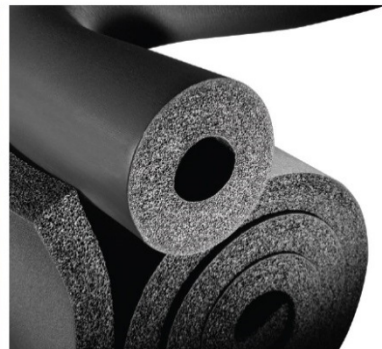
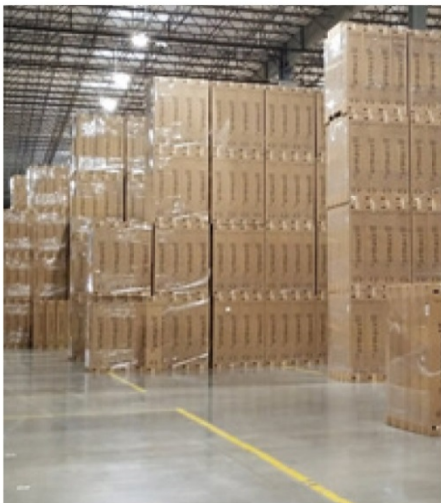


# Contractor/Distributor HVAC-R Wholesaler

## Service Guidelines

Effective July 16, 2018



 **armacell**<sup>®</sup>  
MAKING A DIFFERENCE AROUND THE WORLD

Service is an instrumental part of our business and we strive to maintain high service levels, allowing you to be a reliable supplier to your customers. In an effort to achieve our service goals we wanted to clarify and define our standards and guidelines. It is our objective to effectively meet and exceed your expectations with the highest levels of service available.

#### Minimum Order & Delivery Quantities

- **To be eligible for prepaid freight, the Minimum Order Quantity (MOQ) is 30 cartons.**
- International shipments are subject to variable minimum order quantities by region. Please contact your Sales Manager for MOQ's.

#### Delivery & Lead Times

- Armacell LLC will make every effort to fulfill orders by the requested delivery dates.
- Orders received by 3PM EST (2PM CST, 1 PM MST, 12 PM PST) will be considered current day's business for purposes of the "order date" and an order confirmation should be received by 4:30 PM. Any order after the cut-off will be considered next day's business and the order confirmation will be received by 12 PM the next day.
- Typically, we expect to ship no later than **3 business days** from the order date. All deliveries are subject to product and carrier availability. Our customer service teams will provide delivery "Ship By" date with your order confirmation. Example: If the order is received Monday by 3 PM, then the order will ship by end of day Thursday.
- International shipments are subject to extended lead times by region. Please contact Customer Service for "Ship By" estimates.

#### Appointment and Scheduled Delivery Times

- For all truck shipments we require a scheduled delivery time for the carrier to be unloaded. Either Armacell LLC or the contracted carrier will confirm the scheduled delivery prior to arrival.

#### Delivery Charges

- Customer requests for earlier delivery or less than the MOQ will incur full freight charges.

#### Unloading Expectations

- Carriers allow for a (2) hour window for unloading truckloads per stop, provided the carrier has arrived on time and met the scheduled delivery time. After the (2) hour window, the customer may be billed \$125 per hour or any part thereof.
- Any driver-related issues associated with the delivery resulting in delays, damage or unloading issues must be noted on the driver's bill of lading (BOL). Product shortages or overages should also be noted on BOL.
- Customers are required to detail the driver's arrival and departure time on the driver's BOL.

#### Delivery Changes

- Customers may request changes to submitted, but unconfirmed orders, at any time.
- Once an order is confirmed, but prior to staging for shipment, we will make changes subject to a \$150 change fee per sales order.
- All requests must be made by 11 a.m. one business day prior to the confirmed "Ship By" date (Monday-Friday).
- Changes to customer's order may result in delays in shipping.

#### Delivery Cancellations

- Cancellations of orders that have been processed, shall incur a 25% restocking fee. Cancelled orders that have left the Armacell LLC facility will incur the restocking fee and all associated freight charges.

#### Special & Expedited Requests

- Customers requiring nonstandard packaging, such as palletizing, will be billed accordingly for materials, handling and freight utilization charges.

### Carrier Selection

- Armacell LLC carriers are required to meet and uphold Armacell LLC safety requirements and comply to all Federal Highway Safety Administration standards and Armacell LLC's insurance requirements. Special requests for a specific carrier will be reviewed by Armacell's Logistics Management Team. If a carrier is absolutely specified by the customer, but not approved by Armacell, the customer specified carrier will be assigned and charged to the customer at an additional cost.

### Upon Receipt of Shipment

Receiving department is obligated to note any damages or shortages on the delivery documents at time of receipt. Failure to do so will result in any further claims for credit being denied.

The following information should be noted on the driver's bill of lading:

- Overage/Shortage
  - ✓ Detail of item in question (Product code and quantity of surplus or shortage).
  - ✓ Customer Service must be notified with 24 hours.
  - ✓ Customer Service will work to make arrangements to correct the situation.
- Damaged Goods:
  - ✓ Detail the damage on the bill of lading, noting product code and quantity
  - ✓ Customer Service must be notified within 24 hours.
  - ✓ Photo evidence of damage must be provided to Customer Service.

Please notify your Sales Manager upon finding products with quality issues and provide the following information:

- Product code and description
- Date code from the carton label- a photo of the label would be beneficial
- The quantity involved
- Detailed description of the quality issue
- Photographs of the issue(s) with the product
- Retain a material sample of the product for inspection and possible return to the plant
- Provide the Purchase Order or the Armacell LLC Order Number if available

### Returns

- A customer request for the return of product(s) / material(s) must be pre-approved by Armacell.
- A Return Materials Authorization (RMA) must be provided by Armacell
- Request to return material must be made within 60 days of the Purchase Order date.
- Only product(s) / material(s) specified on the Purchase Order will be approved and accepted for return.
- Returned material(s) must be received at Armacell within 30 days of issuing the Return Materials Authorization (RMA).
- Returned material must be in re-sellable condition. Material not meeting that requirement will not be credited.
- Made To Order (MTO) materials cannot be returned.
- Customer pays return freight, unless otherwise pre-approved, and the Armacell designated carrier must be used.
- Accommodation returns are subject to a 25% restocking fee and customer is responsible for return freight charges.
- There will be no charge for a return associated with an error made by Armacell LLC.

## Armacell Ordering Guidelines

### Order Placement

Orders must be emailed or faxed to your Customer Service Representative. **All Orders received after 3PM (EST) will be considered next day's business.**

### Requirements for Purchase Orders

- **Sold To** information (include Sold To account number if possible)
- **Ship To** information, including driving directions for new ship to address (include ship to account number, if possible)
- **Contact** name and phone number
- **Order confirmation** name and contact information
- Purchase order **number**
- **Vary Item** (product code in your order that can be used to adjust the order to a full truckload)
- All quantities ordered must be in the **correct unit of measure**: cartons, rolls, sq. ft., lin. ft, packages or units, etc.
- Armacell **product codes and product descriptions** must be clearly identified
- **Pricing** expectations for each item must be specified
- Any special **job pricing** must be referenced on the purchase order
- Requested **delivery date and time**
- Any other **special requests** associated with the order

## ABOUT ARMACELL

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As the inventors of flexible foam for equipment insulation and a leading provider of engineered foams, Armacell develops innovative and safe thermal, acoustic and mechanical solutions that create sustainable value for its customers. Armacell's products significantly contribute to global energy efficiency making a difference around the world every day. With 3,000 employees and 25 production plants in 16 countries, the company operates two main businesses, Advanced Insulation and Engineered Foams. Armacell focuses on insulation materials for technical equipment, high-performance foams for high-tech and lightweight applications and next generation aerogel blanket technology.

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