

Component Foam

Service Guidelines

Effective January 22, 2020



 **armacell**
MAKING A DIFFERENCE AROUND THE WORLD

Purpose

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 want 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.

Purchase Orders

- Armacell must have a Formal PO – Email or phone call orders cannot be accepted.
- Orders must be emailed or faxed to your Customer Service Representative. 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 within 24 hours after receipt of the order. All Orders received after **3PM (EST)** will be considered next day's business and the order confirmation will be received accordingly.
- Requirements for Purchase Orders will include but not limited to the following items:
 - 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
 - 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 (must match SAP)
 - Any special job pricing must be referenced on the purchase order
 - Requested delivery date and time
 - Any other special requests associated with the order
 - **Please Note:** Special request for packaging must be pre-approved by Armacell plant manager and be included in the notes of the purchase order.

Minimum Order Quantity (MOQ) & Lead times

- MOQ's are set based on individual items and may vary based on plant location and product type.
- Every effort will be made to fulfill made to order items in quantities that the customer orders. Due to the nature of made to order items these orders are subject to +/- 10% production allowance. Deliveries may be adjusted and our Customer service team will provide notification prior to shipment.

Appointment and Scheduled Delivery Times

- All shipments will require a confirmed dock appointment a minimum of 24 hour prior to the pickup.
- Dock appointments will be provided by an Armacell representative.
 - Armacell will have a 2 hour loading time.
- Should you miss your appointment time, Armacell will review other open appointment times of the day during regular shipping hours. If there is no time available during regular shipping hours, the carrier will need to call and reschedule the missed appointment for another day.
 - Armacell will not pay freight carrier charges under these conditions.

- Special pick up times outside of the normal shipping hours may be arranged with the approval of the plant manager. (Could incur payment of overtime charges)
- Vehicles or containers used must be in good condition and will be inspected prior to loading.
- Temperature controlled vehicles (reefers) must be capable of accepting the full load. In the event not all of the material will fit, the customer will be responsible for securing another truck to move the balance of the material.
- To comply with Armacell safety regulations, drivers must stay in areas designated by the Armacell facility, and are not permitted to enter any other areas without permission and escort.
- Armacell may provide shipping service at customer request. Armacell will provide an **estimate** of freight cost to the customer. Actual cost will be invoiced once received from third party shipping service.
- Armacell pre-stages orders before loading. Armacell will make every effort to accommodate changes but might not be able to make changes with less than a 24 hour notice.
- Upon Receipt of Shipment
 - Receiving department is obligated to note any damages or shortages on the delivery documents at time of receipt. File any claims with customer's secured carrier.
 - 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.
- Material produced to customers purchase order requirements and ready for pick-up must be picked up within five business days. Material not picked up within five business days may be subjected to a storage fee.
- Carrier damaged goods and/or carrier lost material will be handled directly with the carrier by customer.

Armacell paid freight

- If Armacell ships less than ordered quantity on an individual PO or agreed upon release (not shipped in full).
- Armacell will pay any penalties incurred by customer and/or the difference between expedited freight and standard freight when Armacell fails to notify customer 24 hours in advance that scheduled material will not be ready for pick-up as originally confirmed allowing customer to reschedule pick-up preventing non-value added freight costs
 - Customer Service Rep will discuss with the customer the option of adding the balance on the next truck load the customer places
 - Armacell will credit the cost to transport the % of material shorted on previous truck with the balance of the shipment remaining the responsibility of the customer – example: customer orders 56 rolls and is shipped 49 rolls with \$3,000 freight cost - \$3,000/56 rolls X 7 (shorted rolls)

- Armacell will pay non-expedited LTL costs to fill balance of order when customer needs the shorted material

LTL/Customer pickups

- LTL carriers do not require appointments and can be picked up during normal business hours.
- If the customer chooses to supply their own BOL it must be supplied to the Armacell customer service rep by 4pm EST a minimum of one business prior to the shipping day. The CSR will supply the BOL to the Distribution office team.
 - BOL should include the pickup number (Armacell shipment number(s))
 - Carrier
- Any BOL received after 4pm or the day of will be submitted for shipment the next business day.

Loading Expectations for Armacell facilities

- 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.

Cancellations and order change request

- Order Cancellations
 - Standard Products (Products under Armacell standard offering that are sold across our customer base)
 - 1 week notice must be given for changes for standard products before scheduled pick up date.
 - Please Note: Armacell will follow up in writing within 24 hours to detail agreement on any changes to the original PO.
 - Made to order (Products made for a specific customer using an RFPI)
 - Made To Order (MTO) products produced to customers specifications must be cancelled before raw materials are purchased to produce the product. If materials and or production has begun customer is responsible for all incurred cost.
 - Please note: Armacell will follow up in writing within 24 hours to detail agreement on any changes to the original PO.
 - Penalties
 - Armacell reserves the right to charge for any cost incurred to cancel orders.
- Order Changes
 - Prior notice for Standard products
 - Armacell requests one week's notice for PO changes on Armacell standard products.
 - Please note: Armacell will follow up in writing within 24 hours to detail agreement on any changes to the original PO.
 - Prior notice for Made to order
 - Armacell will accommodate reasonable changes to ship date or quantities.
 - Please note: Armacell will follow up in writing within 24 hours to detail agreement on any changes to the original PO.
- Expedited orders
 - Armacell will make the best effort attempts to expedite orders to accommodate customers request.
 - Armacell requires a written approval of the Production planner and Plant Manager before agreeing to any expedited orders.

- Armacell may require a fee for expedited orders based on disruption to Armacell and other customer service orders.
- Please note: Armacell will follow up in writing within 24 hours to detail agreement on any changes to the original PO.

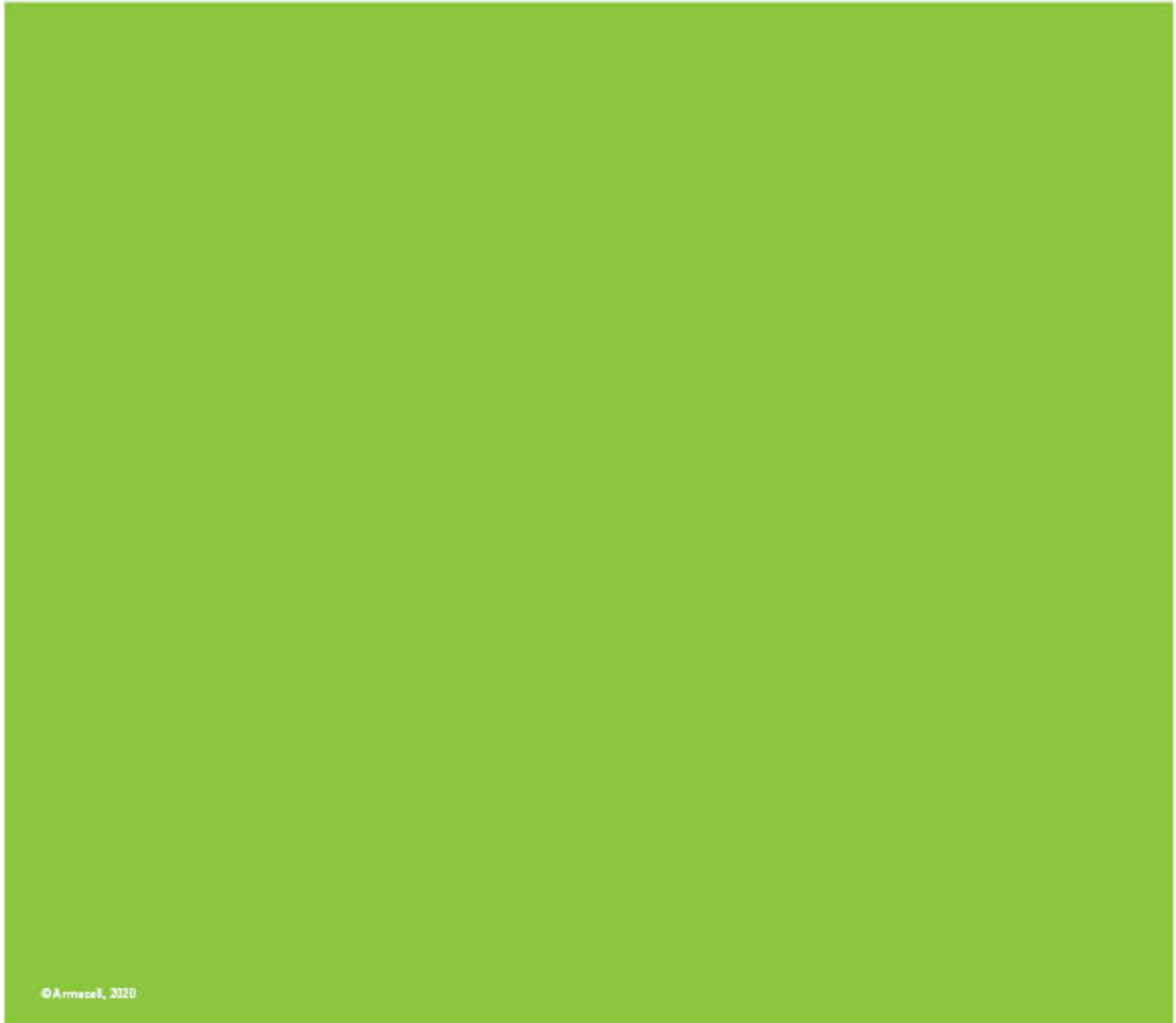
Quality Concerns

- Please notify your Armacell Representative 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
- Armacell Representative will begin the Quality management process and provide customer a QMS tracking number.
- Please allow 30 days for a complete quality investigation response.

Returns

- Standard Return
 - A customer request for the return of product(s) / material(s) must be pre-approved by Armacell and must meet all of the requirements outlined in this policy. A Return Materials Authorization (RMA) number will be provided by Armacell.
 - Products being returned for quality issues will be processed through Armacell Quality Management System (QMS).
 - Only Standard Armacell products in re-sellable conditions after quality inspection will be accepted for returns.
 - Request to return material must be made within 60 days of the Purchase Order date.
 - Returned material(s) must be received at Armacell within 30 days of issuing the Return Materials Authorization (RMA).
 - Accommodation returns are subject up to a 25% restocking fee. Customer is responsible for return freight charges. Unless pre-approved by Armacell. Material not meeting that requirement will not be credited.
 - There will be no charge for a returns associated with an error made by Armacell LLC.
- Made To Order (MTO) products produced to customers specifications cannot be returned to Armacell.
- Returns outside of this policy require the written approval of the general manager of Component Foams.

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ABOUT ARMACELL

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 3,100 employees and 24 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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