

Service Guidelines

Effective Date: May 15, 2020

Supersedes July 18, 2016

To fulfill your product requirements promptly and consistently, ROCKWOOL publishes periodic service guidelines describing our service offerings and capabilities. If you have any questions or do not understand any part of these guidelines, please contact your ROCKWOOL Sales Representative or Customer Service Representative. All amounts quoted below are CAD Dollars.

Lead Times Our goal is to maintain consistent product lead times. However, in times of extreme demand (unexpected weather-related occurrences or unusual market demand) lead times may be extended.

It is important to note that on orders containing mixed products, the complete order will ship on the latest date. The term “days” refers to calendar days in this document, unless otherwise stated.

Ship Date is the date the order will leave our facility, and the

Delivery Date is the date that the load will arrive at the destination. Both dates appear on the ROCKWOOL Order Confirmation.

Product Class Definitions:

STANDARD Product (STD) requires minimum order quantity of ONE PALLET and will ship within 7 days of order placement (may be subject to lead times during peak periods).

NONSTOCK Product (NSTK) requires a minimum order of Half Truckload and will ship within 14 days of order placement (may be subject to lead times during peak periods).

FULL TRUCK Product (FTL) requires a minimum order of a Full Truckload and will ship within 14 days of order placement (may be subject to lead times during peak periods).

Order Changes / Cancellations:

Changes or Cancellation to orders for STD, NSTK, and FTL materials received within three (3) working days of the confirmed ship date will result in a \$250 fee per change and the original delivery date may be impacted, depending on the nature of the change.

CUSTOMER SPECIFIC PRODUCT (CSP) Custom dimensions requests require pre-approval (up to 5 working days), and subject to a One Truckload minimum order quantity plus 20% upcharge. Approved CSP products will ship within 21 days of order placement, including the CSP approval process time (may be subject to lead times during peak periods). Customers may be eligible for a refund of the CSP upcharge upon receipt of five (5) full truckloads of same material within a one year period. Please contact your Sales Representative for details.

Changes to CSP orders received prior to manufacture and within three (3) working days of the confirmed ship date will result in a \$250 fee per change and the original delivery date may be impacted.

CSP Order Cancellations and Changes received after manufacture will result in charges equal to the full amount of the order.

FACED PRODUCTS have classifications BSF (see below), NSTK and CSP as described above.

BASIC FACED PRODUCT (BSF) requires a minimum order of 6 pallets and will ship within 21 days of order placement (may be subject to lead times during peak periods). Changes to BSF orders received within seven (7) days of the ship date will result in a \$250 fee per change.

Half Truckload Orders require longer transportation planning time to allow for the consolidation process. Customer will be given a range of possible delivery dates upon order confirmation and when matched customers will receive a Delivery Notice confirming the actual delivery date. Half truckload orders will not be produced or shipped until consolidated.

Customer consolidated shipments Maximum two (2) stops. A drop charge of \$100.00 will be applied per stop. Out of route mileage charges will be applied at \$1.50 per km if the distance

between the consolidated stops exceeds 50 km. If the distance between stops requires the truck to stop overnight, an additional charge of \$250.00 per night will be applied. Our logistics group will select the vehicle equipment and carrier expected to provide the most efficient and prompt shipment.

Timed Deliveries (Appointments) Timed deliveries (60-minute window) are available on Full Truckload orders and the first stop of customer consolidated shipments. Please include preferred delivery time on your Purchase order.

Driver Assist /Tailgating Customer must request Tailgating at time of order. Driver will be responsible to bring product to the back of the trailer for Customer to unload from trailer. Customer is responsible for supplying equipment to move pallets inside trailer. Driver may refuse to assist if safety is an issue.

Unloading Time Full Truckloads are allowed 2 hours free unloading time, with the 2 hours shared equally between the stops. Thereafter, customers will be charged \$60.00 per hour or part thereof. The driver will note the time offloading started and finished on the bill of lading, which must be signed by the customer. It is the customer's responsibility to notify ship to parties of the unloading times as it applies to each delivery.

Pick-up Orders are available, but restrictions may apply, please contact Customer Service for more details. A charge of \$250 per order, per day, will be applied if customer fails to pick up on the confirmed date. An additional \$250 fee will be charged if an order is changed or cancelled within three (3) working days of the scheduled pick up date.

Jobsites deliveries are available within a 100 km radius of the customer's home address. All Jobsites must be accessible to a 53' trailer, and the customer is responsible for providing sufficient manpower to unload the trailer. ROCKWOOL reserves the right to refuse delivery to any Jobsite.

In the event of a jobsite delay, the customer is responsible for all additional costs to redirect the truck to another location (product cannot be returned to ROCKWOOL)

Additional Freight charges will apply for unused space on truck and LTL shipments. Customers will be notified of these charges prior to order confirmation and in some cases, written approval may be required.

Shipping/Invoice Discrepancies : All Shipping/ Invoice errors must be submitted to Customer Service within 5 working days of receipt of goods/ invoice accompanied by all supporting documents (Bill of lading, price agreement, purchase order). ROCKWOOL reserves the right

to refuse claims that do not meet these conditions.

Quality Complaints:

In the case of damaged or suspected quality concerns please contact your Sales Representative immediately. Pictures of the product in question, and product label must be attached to a copy of the original order to initiate a claim. A sample of the material may also be required for analysis, and failure to provide may impact the outcome. Customer will be contacted upon completion of our investigation.

Returns

NSTK, BSF, FTL and CSP PRODUCTS CANNOT BE RETURNED TO OUR FACILITIES (unless in the event of a quality issue) All Returns on STANDARD products must have written pre-approval, and subject to a 10% restocking charge. Customer is responsible for the returned freight costs. All the following conditions must be met before approval will be granted:

- STANDARD product and was received within the last 30 days,
- in the original unit quantities,
- in a condition deemed suitable for resale by ROCKWOOL

Customer Service Department Open 7.00am to 6.00pm (EST) Monday to Friday.

Telephone: 1-855-876-3755 Email: cs@rockwool.com

ROCKWOOL Products are not for re-sale outside the country of original delivery.

GUIDELINES MAY BE SUBJECT TO CHANGE WITHOUT NOTICE