

**CRANE****Composites**

A Crane Co. Company

**Effective for orders placed
on or after January 5th, 2009**

Service Guidelines

ORDER ACCEPTANCE AND PRICING	Acknowledgements Will be sent within eight(8) business hours of receipt of order. Any credit issues, pricing verification or discrepancies will lengthen acknowledgement time.	
	Verbal Orders Will be accepted but must be followed by a fax or email within 24 hours. Orders will not be acknowledged or shipped without a written purchase order.	
	Standard Payment Terms Are Net 30 days from invoice date to those accounts with approved credit.	
	Orders With Multiple Ship Dates Pricing will be based on single shipments. Orders with different Ship Dates may not be combined to reach better pricing.	
	Same Day or Next Day Order Requests Orders that are requested to ship the same day or the next business day will be charged an expediting fee. Changes to orders scheduled to ship the same day as the requested change or the next day will be charged an expediting fee. Same day orders must be received by 10:00 am CST. Next day orders must be received by 3:00 pm CST.	\$ 75.00 PER REQUEST
Shipment Window Orders may be shipped up to 3 days before the promised ship date without notification unless specific direction has been received from the customer to ship on a specific date.		
NON- STANDARD PACKAGING	Packaging and Handling Fees Standard Non-Decorative Flat Material - Items ordered in amounts other than the standard packaging quantities will be subject to a packaging and handling fee. See Document #7527R for standard packaging quantities. Decorative Flat Material - Line items for decorative panels (Varietex, Matrex and Structodecor) may be combined (mixed) to reach a 50 piece skid quantity. Quantities of 50 pieces or more of decorative panels will not incur a packaging and handling fee. Corrugated Material - Minimum order per corrugation/profile is 50 pieces. Line items of the same corrugation may be combined to reach 50 pieces. Minimum quantity required per per product, corrugation, weight and color is 10 pieces. Packaging will be in quantities of 50 pieces per pallet of like corrugation, maximum of 250 pieces per pallet. For orders which do not meet the 50 pieces per pallet minimum a packaging and handling fee will be charged.	\$ 47.50 PER OCCURRENCE
	Standard Non-Decorative Moldings - Requests for shipments of standard non-decorative accessories for less than 50 pieces in total will be subject to a broken carton fee. Profiles may be mixed to reach increments of 50 pieces. See Document #7527R for standard carton quantities.	\$ 20.00 PER CARTON
	Decorative Moldings (Silhouette) - Requests for shipments of standard decorative accessories for less than increments of 25 pieces in total will be subject to a broken carton fee. Profiles may be mixed to reach 25 pieces.	

NON-STANDARD PRODUCTS CUSTOM COLORS SPECIAL ORDERS SPECIAL SIZES	Non-Standard Product or Custom Colors Require 12,000 sq.ft. to manufacture. Orders may be batched with other orders to obtain the minimum manufacturing requirement, but lead time may be extended. Orders for 6,000 sq.ft. - 12,000 sq.ft. will be accepted with a "Less than Minimum" up charge. Orders for less than 6,000 sq.ft. will not be accepted for non-standard or custom colors. Pricing will be based on 50 pieces per pallet. Orders for less than 50 pieces per pallet will be subject to the packaging and handling fee.		LESS THAN MINIMUM CHARGE 8,000 SQ. FT. TO 11,999 SQ. FT. \$1000.00 PER ORDER/ITEM 6,000 SQ. FT. TO 7,999 SQ. FT. \$2000.00 PER ORDER/ITEM
	Cancellations and Returns Special Orders are non-cancelable once the product has been produced or if special raw materials have been purchased. Customer will be billed per confirmed acknowledgement. Special Orders may not be returned for credit.		
	Special Order Lengths Standard products can be manufactured in lengths from 4' to 24'. Lead times apply and a minimum order of 20 pieces per length is required. Orders for lengths exceeding 12' will be charged a special pallet fee. Contact your Customer Care Account Specialist for pallet fee information.		
	Cutting Charges Material cut down from inventory to lengths shorter than standard, stocked lengths at customers request will be charged a cutting fee and for the original panel size.		\$ 1.00 PER PIECE CHARGED FOR FULL PRE-CUT DOWN PANEL SIZE
	Over Runs Special Order Over-runs or Under-runs are subject to plus or minus (+/-) 10% of order. A minimum and maximum quantity should be specified at time of order placement to help minimize over-runs and under-runs.		
FREIGHT TERMS AND CONDITIONS	Freight Fuel Surcharge A freight fuel surcharge will be applied to all prepaid freight shipments. See Document #7489R for specific charges.		
	FOB Point The Standard F.O.B. Point is "Shipping Point" for all shipments.		
	Freight Terms Standard shipment terms are Freight Collect, unless otherwise noted on customer pricing documentation.		
	Accessory Only Orders Will ship Freight Collect or Prepay & Add at best price. Sanigrad, moldings, roller and trowels and adhesive are considered to be accessories.		
	Approved Prepaid Shipments Will ship in a closed van or trailer only. A van or trailer shipment is full at approximately 50,000 sq. ft. Square footage over this amount may begin a new shipment and will be priced separately.		
	Flatbed Requested Shipments Will ship Freight Collect or Prepay & Add at best price with a \$.05/sq.ft. freight allowance applied for shipments from the manufacturing facility. A flatbed is full when 75,000 sq.ft. is reached or if notified otherwise. Freight allowance applies for shipments from a manufacturing location only.		
	Multi-Freight Stops or Drop Offs More than one delivery stop on any shipment. Maximum of 2 direct in-route stops.		\$ 100.00 PER STOP
	Carrier non-standard Charges Any additional fees (excluding freight fuel surcharges) from carrier will be passed onto the customer, which will be determined at time of shipment. (Out of Route, Detention or Re-Delivery Fees)		
RETURNS	Standard stocked material may be considered for return within 90 days of purchase. Written authorization and an RGA # are required. Credit will be issued for products returned in A-grade condition.		
	Customer requested returns are subject to a 20% re-stocking fee and customer must arrange and pay freight on return of product.		