



Service Guidelines

MINIMUM ORDER QUANTITY - \$1,000.00 per shipment.

Less than \$1,000.00 per shipment add \$100.00 for prepaid shipments otherwise order will ship collect or prepay and add.

ORDER ACCEPTANCE AND PRICING	<p>Acknowledgements Will be sent within eight (8) business hours of receipt of order. Any credit issues, pricing verification or discrepancies will lengthen acknowledgement time.</p>	
	<p>Orders (Preferred order method: Email, Fax or EDI) Verbal orders will be accepted but must be followed by a fax or email within 24 hours. Orders may not be acknowledged or shipped without a written purchase order.</p>	
	<p>Standard Payment Terms Are Net 30 days from invoice date to those accounts with approved credit.</p>	
	<p>Orders with Multiple Ship Dates Pricing will be based on single shipment from one location. Orders with multiple ship dates will be priced separately.</p>	
	<p>Same Day or Next Day Order Requests Standard lead times are indicated on price pages. Orders that are requested to ship the same day or the next business day will be charged an expediting fee.</p> <p>Changes to orders scheduled to ship the same day as the requested change or the next day will be charged an expediting fee.</p> <p>Same day orders must be received by 10:00 am CST. Next day orders must be received by 3:00 pm CST.</p>	<p>\$50.00 PER REQUEST</p>
<p>Shipment Window Orders may be shipped up to 3 business days before the promised ship date without notification unless specific direction has been received from the customer to ship on a specific date.</p>		
NON-STANDARD PRODUCTS	<p>Non-Standard Products 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. Most price pages indicate the required minimum quantity and if less than 12,000 sq.ft. can be accepted. \$375.00 charge for custom color matches required upon submittal of color samples.</p>	
CUSTOM COLORS	<p>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.</p>	
SPECIAL ORDERS	<p>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.</p>	
SPECIAL SIZES	<p>Special Orders may not be returned for credit.</p>	

NON-STANDARD PRODUCTS CUSTOM COLORS SPECIAL ORDERS	Special Order Lengths Standard products can be manufactured in lengths from 4' to 12' and in coils up to 500' for flat panels and 4' to 36' for corrugated products. Minimum 12,000 sf manufacturing run and extended lead time may apply. A minimum of 20 pieces per length is required. Orders for corrugated panels in lengths exceeding 12' will be charged a pallet fee.	Over 12' up to 15' \$100.00 15' up to 18' \$125.00 18' up to 21' \$135.00 21' up to 24' \$140.00
	Cutting Charges Material may be cut down from inventory to lengths shorter than standard, at customer's request. Customer will be charged a cutting fee and for the original panel size.	FULL PANEL PRICE PLUS \$1.00 per CUT
FREIGHT TERMS AND CONDITIONS	Freight Fuel Surcharge A freight fuel surcharge will be applied to all prepaid freight shipments when diesel fuel exceeds normal rates. 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 or Prepay and Add, unless otherwise noted on customer pricing documentation.	
	Accessory Only Orders Will ship Freight Collect or Prepay & Add at best price. Moldings, rollers and trowels are considered accessory items.	
	Approved Prepaid Full Truckload Shipments Will ship in a closed van or trailer only. A van or trailer shipment is full at approximately 50,000 sq. ft., but will vary by material. 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. A flatbed is full at approximately 55,000-60,000 sq.ft., but will vary by material.	
	Multi-Freight Stops or Drop Offs More than one delivery stop on any shipment. Maximum of 2 direct additional 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.	

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Crane Composites is the manufacturer of Glasbord, Filon, Sequentia, ArmorTuf and a variety of other fiberglass reinforced plastic (frp) composite panels. Inspired by the Kemplite tradition, Crane Composites has over 55 years of industry experience and is a recognized industry leader in frp applications.

We believe all information given is accurate. It is offered in good faith, but without guarantee. Since conditions of use are beyond our control, all risks are assumed by the user. Nothing herein shall be construed as a recommendation for uses which infringe on valid patents or as extending a license under valid patents.

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