



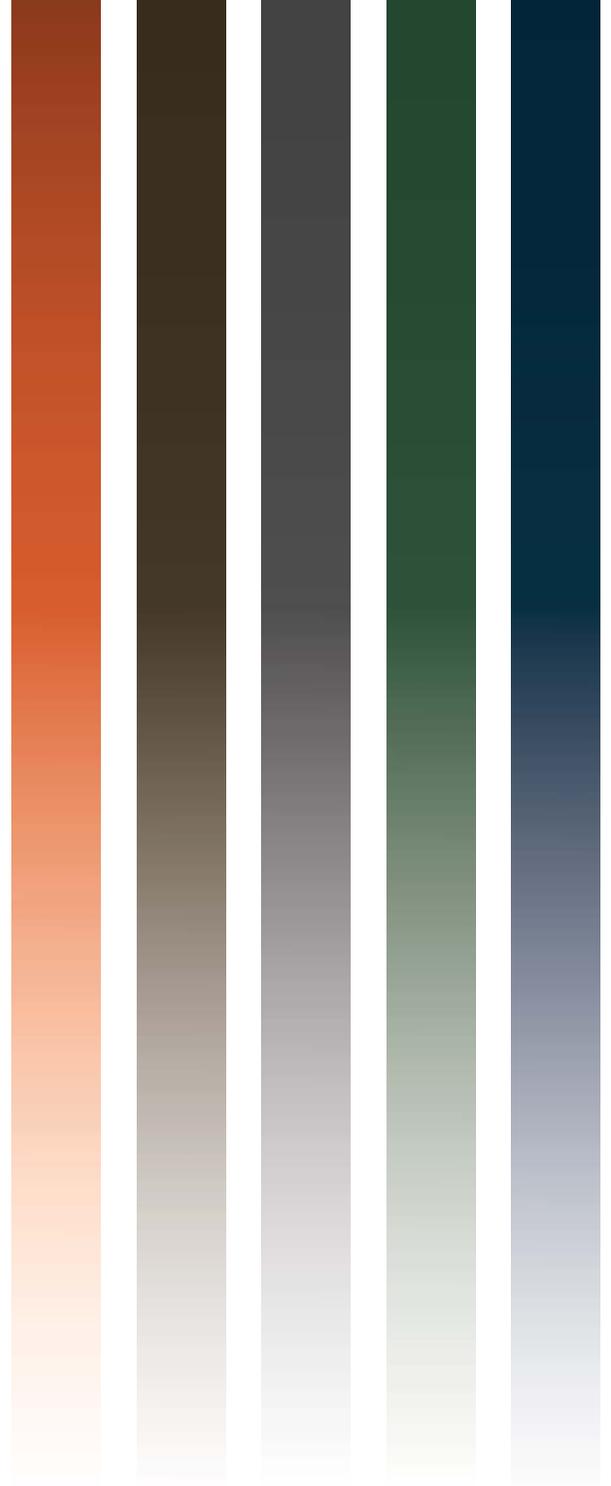
**CRANE**

Composites

# Customer Support

Values and People Define Us

Customers Inspire Us



# SERVICE

*Providing industry leading customer service support and technical expertise across our markets*



# TRADITION

*In 2006 Kemlite became Crane Composites combining over 55 years of industry leadership and expertise*



# QUALITY

*Best in class with superior product performance*



# INNOVATION

*Dedicated to developing innovative products and profitable solutions*



# EXCELLENCE

*Providing a systematic focus on improving operations with process improvements integrated into everything we do*



# CUSTOMER SUPPORT

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Customers inspire us - everyone, everywhere, everyday - to keep our mind on the business of generating timely, well reasoned and innovative solutions to customer needs. As a customer of Crane Composites, you'll come to know and rely on the trained staff at Crane Composites for your product information and technical requirements.

At Crane Composites, we know that customer satisfaction is the most basic requirement for business success and growth. We view our customers as partners who always have choices. We work hard to make your choice a Crane Composites product. We strive to deliver quality products on time, all the time. We are technically innovative and develop new products that provide solutions. We use customer feedback to recalibrate as necessary, and we move nimbly to solve urgent customer problems.

# CUSTOMER SERVICE POLICES

## Placing an Order

Crane Composites makes it easy to order material from order placement to receipt. Our products are priced per panel as well as by square foot. Accessory items are priced per piece or by carton. To request a quote or a price list, contact our Customer Care department at [sales@cranecomposites.com](mailto:sales@cranecomposites.com) or 1.800.435.0080. Our Building Products are sold through distributors, please find a distributor close to you with our distributor locator on-line at [www.cranecomposites.com/support/distrib.html](http://www.cranecomposites.com/support/distrib.html).

### *Confirming Purchase Orders*

If you place your order verbally, please fax or email your confirming purchase order the same day. Your Customer Care Account Specialist will contact you if there are any discrepancies between your verbal order and purchase order.

### *Order Acknowledgements*

An acknowledgement will be faxed within eight hours after placement of your order with approved credit arrangements. This acknowledgement will include your purchase order number, Crane Composites sales order number, the requested and promised ship dates, the per panel/per square foot price as well as the total price per item and order. It will also include the quantity and description of the product you have ordered and will specify the order weight, shipping method, shipping condition and terms of payment. Please review the acknowledgement closely. Your order will be produced and shipped using the information on this document.

### *Shipping Acknowledgements*

Once your order ships, you will receive a shipment notification. The email will include order and shipping information. The order information will include your purchase order number, description of material, part numbers and quantity. The shipping information will include the address the material is shipping to, carrier name and carrier pro number.

## General Order Information

### *Freight Estimates and Charges*

Any freight charge quote given prior to a shipment is an estimate from the carrier and overages are not Crane Composites responsibility. If your material is shipping to a job site or residential area, additional charges will apply. Contact Customer Care at 1.815.467.8600 for an estimate of these charges.

### *Packaging Charges*

A charge may be added to your invoice if material is ordered in non-standard packaging sizes and/or quantities. Please see Service Guidelines or contact Customer Care for additional information.

### *Packing List*

A packing list accompanies all material shipped from Crane Composites. The packing list identifies product and packaging information associated with the shipment. It contains much of the same information as the acknowledgement, except the price does not print on the packing list. The handwritten quantity is the total of the product shipped and the circled number indicates how many pallets or packages were shipped.

### *Skid Tags*

A skid tag will be attached to each skid or package. It contains information regarding the purchase order number, Crane Composites sales order number, quantity of product, description of product, weight, date and time of manufacture, and (in very large numbers at the top) the skid number. This last number is unique to every skid and can be used to provide manufacturing history, if needed. Storage instructions are also included on this tag. Please note that Crane Composites products should always be stored indoors on a dry, flat surface.

### *Bill of Lading*

The bill of lading document contains all the information on the packing list(s) as well as the total shipment weight and total number of packages shipped. The Crane Composites shipping department signs this form, as well as the driver, whose signature verifies that the quantity information of the form agrees with the actual quantity loaded on the truck. The bill of lading may cover one or more packing list being shipped to the same address.

### *Invoices*

The invoice is generated immediately following shipment of the order. There may be several invoices against one purchase order in the event of multiple ship dates.

### *Terms and Conditions of Sale*

Prior to placing an initial order with Crane Composites, we ask that our customers read our Terms and Conditions of Sale. This is available on our website at [www.cranecomposites.com/terms\\_cond.html](http://www.cranecomposites.com/terms_cond.html).

### ***IMPORTANT!***

Please complete and return the Credit Application and Use Tax Certificate prior to placing your initial purchase order. You may return this via fax: 1-815-467-8668 or mail: 23523 W. Eames, Channahon, IL 60410. The credit application is available on our website at [www.cranecomposites.com/ordering.html](http://www.cranecomposites.com/ordering.html). It must be printed, completed and signed before returning.



# WARRANTIES AND CLAIMS

## *Short Shipments*

If your order arrives short, sign the carrier Delivery Receipt that the shipment was short and report it to Crane Composites within 48 hours of receipt of order. Send the information to the Crane Composites VOC Department with the Delivery Receipt and packing slip via fax at 1.815.467.8916, by email to [voc@cranecomposites.com](mailto:voc@cranecomposites.com) or file a form on-line in the Support / Warranty and Claims section on the website. Crane Composites standard freight terms are FOB Shipping Point (origin), Freight Collect. Title and all responsibility associated with title change will transfer to the buyer as products leave the Crane Composites' dock. FOB shipping point may also hold the buyer responsible for filing a freight claim in the event of receiving damaged material.

## *Returned Goods*

Merchandise to be returned to Crane Composites must have a Returned Goods Authorization Number (RGA#), which will be good for 30 days from the time of issuance. Without this number, the shipment may be refused. Receiving an RGA# does not imply acceptance and/or payment of credit; it is only permission to return material to Crane Composites for evaluation. If a credit memo is issued, it will be after the inspection is complete. Please contact Crane Composites for shipping arrangements to return material. Remember to clearly mark the RGA number on the outside of each returned item. When a return is justified, no restocking fee will be assessed/imposed. All other returns are subject to a 20% restocking fee. An RGA can be requested by calling the VOC Department at 1.800.435.0080, email at [voc@cranecomposites.com](mailto:voc@cranecomposites.com) or completing the on-line form in the Support / Warranty and Claims section on our website.

Please have the following information available when requesting an RGA#:

Customer purchase order number | Crane Composites order number | Invoice number | Ship date or invoice date  
Material description and skid number | Dimensions | Quality | Explanation of problem

## *Damaged in Transit*

Crane Composites standard freight terms are FOB Shipping Point Origin, Freight Collect. Title and all responsibility associated with title change will transfer to the buyer as product leaves the Crane Composites' dock. FOB Shipping Point may also hold the buyer responsible for filing freight claim in the event of receiving damaged material. If the buyer requested and received FOB Destination freight terms, Crane Composites is responsible for the material till it arrives at the buyer's door and for filing any needed freight claim. The buyer should report any damaged in transit claims to the Crane Composites VOC department upon receipt. The buyer should check the material closely and sign the Delivery Receipt accordingly with an explanation of the damaged material. If the delivery time does not allow for a full inspection, sign the Delivery Report as "Exception of Delivery". Photos of the damage may be requested and/or the material returned to Crane Composites for evaluation. See returned goods for more information. Should a freight claim be filed on your behalf by CCI, credit will be issued once the claim is finalized by the carrier and CCI receives compensation.

## *Concealed Damage*

Any concealed damage must be reported to Crane Composites within 10 days of receipt of goods. All damaged goods are subject to verification before final disposition. Photos of the material will be requested and/or the material may be returned to Crane Composites. You may report concealed damaged on-line or contacting the VOC Department at 1.800.435.0080 or by email to [voc@cranecomposites.com](mailto:voc@cranecomposites.com).

## *Replacement Orders*

If a replacement sales order is required, the new sales order will require a new purchase order numbers and will be invoiced for the price of goods sold. At Crane Composites expense, we may request that the material in question be returned to our facility. If material is required to be returned, a credit memo will be issued to the invoice after the return. Please see Return Goods for more information.

## *Warranties*

We stand behind our quality products. Specific product warranty information is available on the Crane Composites website individual product pages or a list of all warranties is available at [www.cranecomposites.com/support/warranties.html](http://www.cranecomposites.com/support/warranties.html). All products are warranted for a period of one (1) year unless otherwise specifically noted.

## Product Support

Product information is available on the website. In addition to market and product specific information, the Crane Composites' website offers an all inclusive Resource Center where the following information can be found:

Brochures and Flyers | Technical Data Sheets | Installation Guides  
Repair and Maintenance Information | Warranties | Specifications | MSD Sheets

### *Technical Data Sheets*

Physical properties are available on the technical data sheets in our Resource Center. Hard copies are also available individually. Please contact a Customer Care Account Specialist to order a copy at 1.800.435.0080 or e-mail [sales@cranecomposites.com](mailto:sales@cranecomposites.com).

### *Test Reports*

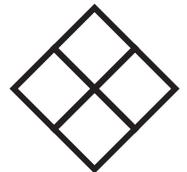
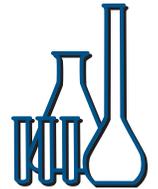
All test reports including fire rating results and other external test reports are available in PDF format on the website at [www.cranecomposites.com/support/test\\_rep.htm](http://www.cranecomposites.com/support/test_rep.htm). We believe all information given is accurate. It is offered in good faith, 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. Purchasers should run their own tests to determine the suitability of such products for their particular purpose. Nothing contained herein shall be construed to be a recommendation to use or as a license to operate under, or to infringe any existing patents.

### *Material Safety Data Sheets (MSDS)*

An MSDS is designed to provide both workers and emergency personnel with the proper procedures for handling or working with that substance. Crane Composites' continuous goal is to improve workplace safety, we understand the importance of protecting your most valuable assets – employees. MSDS for all Crane Composite products are available on our website in the Resource Center and also at the bottom on each website page.

### *Maintenance and Repair*

Crane Composites also offers repair and maintenance information on the website in the Resource Center.



## Electronic Ordering

Crane Composites also offers Electronic Data Interchange (EDI) and Electronic Funds Transfer (EFT). Please contact your Customer Care Account Specialist for additional information.

# CUSTOMER FEEDBACK

Thank you for doing business with Crane Composites. We are constantly striving to provide our customers with a great buying experience. Please help us serve you better by evaluating your Crane Composites experience. This information will be used to improve our processes, provide employee skill improvement opportunities and increase your satisfaction with our company.

## Customer Satisfaction Survey

Please fill out the survey below and fax it to 1.815.467.8916 or mail to Attn: VOC Department, 23525 W. Eames, Channahon, IL 60410. You may also complete an on-line survey at [www.cranecomposites.com/support/survey.html](http://www.cranecomposites.com/support/survey.html)

### Optional Information

Company: \_\_\_\_\_  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
E-mail: \_\_\_\_\_

### Satisfaction Ratings

	<----- Unacceptable ----- Exceptional ----->						N/A
	1	2	3	4	5	6	
How would you rate the service in general?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate our responsiveness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate our on-time delivery?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate the quality of service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction with Crane Composites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Additional Questions

What can we do to improve our service to you? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

May we contact you to ensure we understand the issue and address it properly through process improvements and training and development?  Yes  No

Any additional comments you would like to make: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_