

Service Advantage™ 2017

Effective: January 1, 2017

CertainTeed
Bufftech®
Vinyl Fence Products



The following Service Advantage™ policies have been established to allow CertainTeed to continuously meet its customer commitments by providing shipments that are on-time, complete and accurate, all at a reasonable cost.

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Customer Service Contacts

Location

CertainTeed Corporation
231 Ship Canal Parkway
Buffalo, NY 14218

Customer Service Department

Phone: 800-333-0569

Fax: 716-823-2843

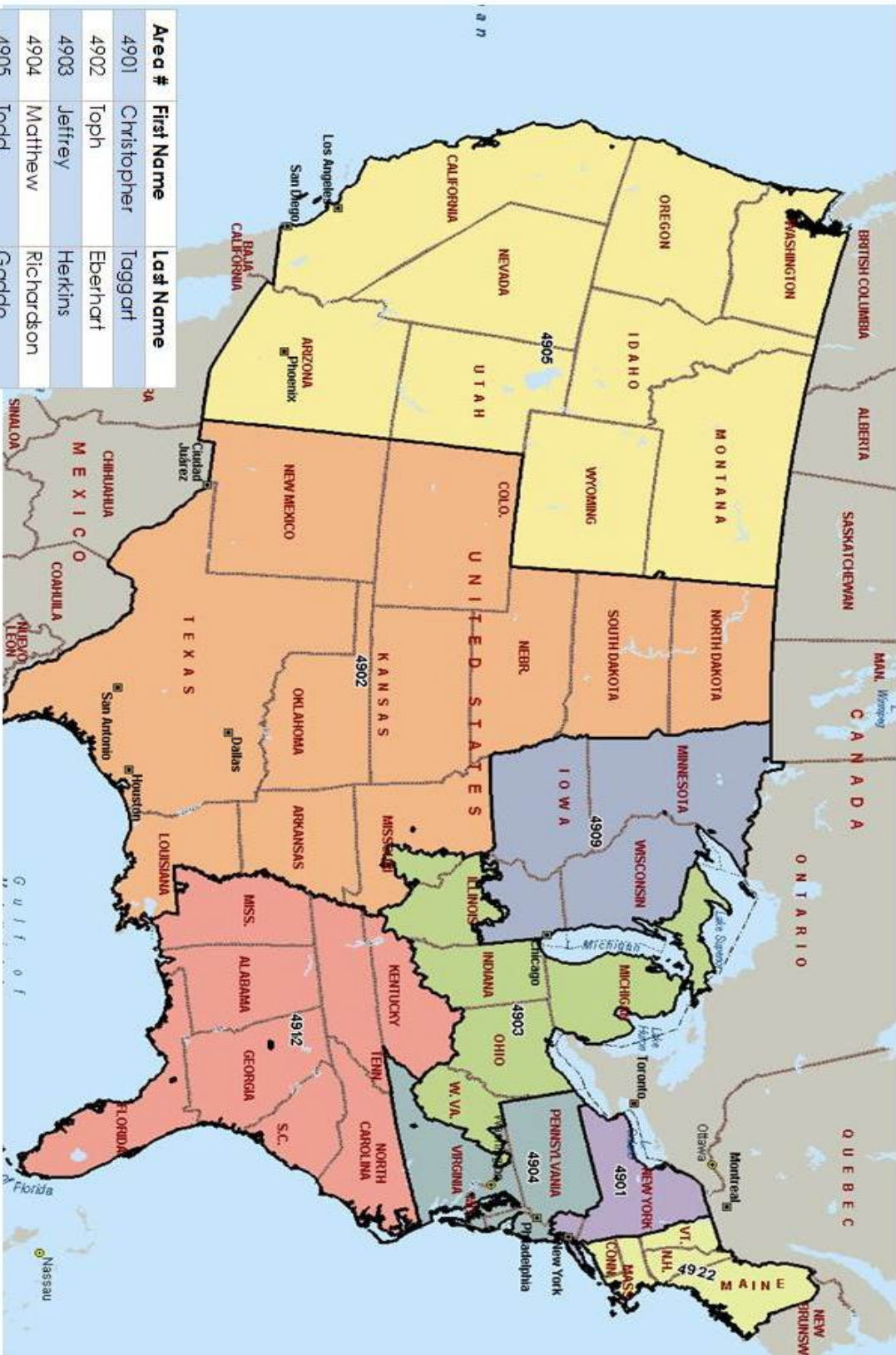
Hours of Operation:

8:00 A.M. – 5:00 P.M. Eastern Standard Time

Territory Manager Contacts

See Map on Page 4 for territory coverage.

AREA #	TERRITORY MANAGER	PHONE #	EMAIL
4901	CHRISTOPHER TAGGART	(716) 361-0097	christopher.p.taggart@saint-gobain.com
4902	TOPH EBERHART	(214) 878-0358	toph.p.eberhart@saint-gobain.com
4903	JEFF HERKINS	(513)-668-2750	jeffrey.herkins@saint-gobain.com
4904	MATT RICHARDSON	(757)-289-8826	matthew.b.richardson@saint-gobain.com
4905	TODD GADDO	(360) 431-6117	todd.gaddo@saint-gobain.com
4909	JOE ECKL	(716)208-8159	joseph.e.eckl@saint-gobain.com
4912	JASON BENNETT	(704) 560-4014	jason.r.bennett@saint-gobain.com
4922	GLENN CYR	(603) 767-3828	glenn.s.cyr@saint-gobain.com



Area #	First Name	Last Name
4901	Christopher	Taggart
4902	Toph	Eberhart
4903	Jeffrey	Herkins
4904	Matthew	Richardson
4905	Todd	Gaddo
4909	Joseph	Eckl
4912	Jason	Bennett
4922	Glenn	Cyr

Updated: April 26, 2016

Order Policies

Order Placement

- Orders must be received by 2 P.M. EST to meet the scheduled lead time. Lead time begins when account is considered current by CertainTeed's Credit Department.
- Orders received after the cut off may necessitate a revision to the original ship date. A Customer Service Representative (CSR) will call you with additional options should this situation occur.
- Orders may be placed via the internet or fax. **The preferred method of order placement is through the Bufftech Webservice.**
- Orders must include the CertainTeed product code or UPC.
- All orders must include a unique PO #. Verbal orders/verbal PO's will be placed on hold until written confirmation is received from the customer.
- New orders submitted to "ship with" others orders already booked will be subject to the standard lead time. Orders submitted to "ship with" other orders will not be booked at a lead time less than the standard lead time. If the intent is for all the orders to ship together, the lead time for the original orders will be pushed out to match up with the lead time of the newest order.

Order Changes

CertainTeed will always try to accommodate your ordering needs.

Any order requiring changes (additions or deletions) after the Pick List has been printed in the Warehouse (at least two days prior to shipment date) will cause the order to be deleted and a new order created, which will be subject to the standard lead time on the date the new order is created. In the case of additions, a new, second order may be created which will be subject to the standard lead time.

Order Quantity Guidelines

- For safety and quality reasons, 20' length product may only be shipped as part of a full truckload.
- 16' length product requires a minimum order quantity of 25 pieces.
- Unusually large "one-time" or "project" orders may be subject to special lead times.

Backorders

All backorders will remain open in our system to improve visibility and ensure product remains allocated to your specific order. On stocking truckload orders we reserve the right to cancel any product that does not fit on a truck. Your CSR will contact you in this situation.

Special Order Guidelines

To provide our customers the opportunity to purchase products not currently offered, CertainTeed Bufftech will produce limited special order requests. For more details, please contact your Territory Manager or CSR.

- The customer is to provide specs or a sketch to the Territory Manager or CSR for non-standard routing configurations.
- CertainTeed will then generate a diagram for the special order.
- The customer must approve the diagram before production will begin.
- Lead time is 3 weeks from when CertainTeed receives approval from the customer.
- Special orders may not be canceled once production is underway. The customer will be responsible for the invoice for special order product that has been manufactured.
- The customer will be responsible for the invoice for any special routed posts and/or rails which have been produced.
- Special order product cannot be returned.

Special Order Charges

Non-standard products will be charged special processing charges as follows:

*Routing Charge (\$75) – fee applies to all special route configurations required per product, per order.

* Please note that prices for special routed profiles are higher than prices for standard profiles. Please contact your Rep in Customer Service or Territory Manager for pricing.

*Length Change (\$100) – fee applies to custom length profile (pallet quantity minimum, not subject to standard lead time).

*Color Change (\$500) – fee applies to a request to run a standard profile in a color other than standard offering for product. The color change fee will be assessed per profile. Color Change fee also applies to in-stock material.

Lead Time

Order lead time out of the Buffalo Plant will be approximately 6-8 business days. During busy season (Memorial Day through Labor Day) lead times may extend beyond 6-8 business days. Customer Service will notify customers via email of orders delayed beyond one business day from the Estimated Ship Date indicated on the Order Acknowledgement.

Freight and Shipping Policies

Customer Zones

<u>Zone</u>	<u>Mileage Band</u>
Zone 1	0 to 500 miles from Shipping Plant
Zone 2	501 to 1,000 miles from Shipping Plant
Zone 3	1,001 to 1,250 miles from Shipping Plant
Zone 4	More than 1,250 miles from Shipping Plant

Zone Charges

<u>Equipment</u>	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	<u>Zone 4</u>
Truckload	0.0%	0.0%	1.0%	2.5%
LTL	1.5%	2.5%	4.0%	5.0%
Parcel (FedEx)	15.0%	15.0%	15.0%	15.0%

Freight Surcharges:

- Freight surcharges below will be in addition to the zone charges listed above:

<u>Bufftech Shipments</u>	<u>Order Minimum Guidelines</u>	<u>Freight Surcharge</u>
Multi-Stop Exclusive – Full Truckload	Minimum Net invoice value of \$40,000 or fully cubed truck	\$125 per stop
JobLot Express - LTL	Net invoice value below \$1,199	\$100
Small Lot – Parcel (FedEx)	Net invoice value less than \$250	\$20
Exports	Containerize Shipment outside continental US & Canada	\$250

- Zone classification is determined at the time of shipment, based on total miles of the entire shipment including all stops.
- Shipment mileage is calculated using Rand McNally HHG#19 mileage program.
- Address of the Buffalo Plant is 231 Ship Canal Parkway, Buffalo, NY 14218
- The below link can be used to calculate **approximate** road miles:
- http://maps.randmcnally.com/mileage_calculator

- The exact amount of the zone charge will not be available prior to shipment. The charge will be calculated upon shipment and will be available upon invoicing.
- Customer is responsible for paying all accessorial charges and any other special delivery costs, including but not limited to a driver detention fee of \$100 per hour. For multi-stop trucks allowed unloading time is three (3) hours per truckload, including all stopovers. For single stop trucks, allowed unloading time is two (2) hours.
- CertainTeed reserves the right to select carriers and route truckload shipments in the most effective and efficient manner, in order to ensure the best total delivered quality possible.

Transportation Means/Equipment

- CertainTeed reserves the right to select carriers and route truckload shipments in the most effective and efficient manner, in order to ensure the best total delivered quality possible.
- All prepaid and prepaid & add shipments of goods are CPT Consignee. All collect shipments of goods (Customer pick-ups) are FCA Origin.
- The standard equipment is a 48' flatbed for full truckloads. Curtain side trailers will be used at CertainTeed's discretion.
- Fork extensions are recommended for all deliveries.
- Fork extensions are required for all LTLX (16' and longer) deliveries.
- Shipments to Alaska and Hawaii will be shipped to the port in the continental 48 states designated by the customer.
- Customers specifying a carrier whose cost is higher than would be experienced with the carrier of CertainTeed's choice will be invoiced for the excess freight charges.

Truckload Exclusive – Full Truckload

- Direct shipments to one location.
- Delivery will be made within an hour of the requested delivery time. If no delivery time is specified, then delivery will be made by the end of the business day. We are unable to guarantee time of delivery.

Multi-Stop Exclusive – Full Truckload

- Stops will not be pooled with any other customer loads, as the orders should fully cube or weigh out the truck.
- Maximum of three (3) stops per truck – 2 stops, plus final destination.
- All stops must be within 100 miles of each other.
- Each stop must meet a \$6,000 net invoice minimum.
- Customers that order multi-stop vans may be required to down-stack products for the next stop to allow for safe and damage-free transportation of the remaining deliveries.

MiniExpress / JobLot Express - LTL

- The combined net invoice value of all orders for each shipment will be used to determine the total net invoice value.
- The charge will be applied to each stop. For stops with multiple orders, the fee will be applied to one order each stop.
- LTL shipments do not have a guaranteed delivery date or time. However, we are able to provide a guaranteed delivery date for LTL orders for an additional fee.

Small Lot - Parcel

- Shipped via parcel common carrier (FedEx).
- The standard delivery method is ground service. Requests for expedited service may incur additional charges at the customers' expense.
- Lead Time – 3 business days.
- Products considered to be over dimension (i.e. – pre-assembled gates, 16' products, 5x5x107 post(s), etc.) will be shipped via LTL. Your CSR will contact you in this situation.
- For air freight shipments, customers will be charged actual cost of transportation in lieu of the normal upcharge.

Exports

- Exports include all containerized shipments outside the continental U.S. and Canada. Shipments must be fully cubed.
- Standard equipment is a 40' high cube container.
- Inland transportation freight prepaid to the nearest U.S. port.
- Lead Time: 15 business days.

Customer Pick-Ups (Program limited to fence dealers only)

- Final order specifications must be received by 2 P.M. EST and will ship on the corresponding day noted in the Order Placement section. Any changes after that time may necessitate rescheduling. Standard lead times apply (Note: *Special products or large orders may require a longer lead time*).

- Maximum order quantity is a full truckload.
- Orders not picked up within 48 hours of scheduled pick up date will incur a retention fee of \$100/day until the order is picked up from the Buffalo Plant. It is the responsibility of each customer to bring the appropriate equipment to facilitate safe loading and transport of the product.
 - Trucks must have either an ICC bar or the tractor/cab must detach from the trailer.
 - Straight trucks/box trucks that do not have a detachable cab must have an ICC bar to be loaded.
 - Equipment that does not meet these requirements cannot be safely loaded and will result in the pick up being rescheduled.
- Drivers must wait in designated areas for safety reasons. They may not walk around the plant, warehouse, or Customer Service Department while waiting for their order to be loaded.
- There is neither a freight charge nor a freight allowance for orders that are picked-up.
- CertainTeed facilities and grounds are designated as non-smoking, non-tobacco areas.

(Note: Repeated failure to meet these guidelines may disqualify a customer from future participation in the Pick-Up program.)

Residential Deliveries

- This includes all less than truckload shipments to residential locations, construction sites, remote locations or requests for a lift-gate.
 - The following guidelines must also be met in order to avoid the Residential Delivery charge:
 - Location must have a business name.
 - Location must have regular business hours.
 - Location must have unloading equipment (i.e. – forklift) on site.
 - **** In some cases the delivery location may also be considered a residential zone by the carrier which will also necessitate the additional Residential Delivery Fee.**
- The cost for a residential delivery is \$200 in addition to stop fees or other applicable charges.
- Residential deliveries should have the appropriate personnel and equipment to unload product.

Accessorial Charges

Each customer is responsible for paying all accessorial charges and any other special delivery costs, including but not limited to:

1. Driver detention - \$100/hour
 - 3 hours unloading time allowed per truckload – including all stopovers.
 - 2 hours unloading time allowed for a single stop truckload.

Contact Information for Common Carriers used by Bufftech:

LTL carriers

USF Holland (866) 465-5263 www.yrcregional.com

New England Motor Freight (NEMF) (570) 386-2311 www.nemf.com

Yellow (YRC) (800) 610-6500 www.yrc.com

Flatbed

TMC Transportation (800) 247-2460 www.tmctrans.com

Storage Guidelines

Pallet/Storage Specifications

- CertainTeed’s standard method of shipment incorporates palletization and wrapping of all products. Palletized shipments:
 1. Save the customer time and money by reducing unloading time from hours to minutes.
 2. Reduce damages.
 3. Facilitate easy stacking of products to help conserve valuable space in transit and in your warehouse.
- Bufftech Fence products are to be protected at all times.
 - We recommend that material is protected from direct sources of heat and sunlight.
 - All fence, post and rail products are covered by a protective ultraviolet blocking material. Partially depleted units can be stored outside with the wrap replaced and secured.

Equipment Maximum Allowance

Weight Capacities of Trucking Equipment

Maximum Allowable Weight	48’ Flatbed	48,000 lbs.
	53’ Van	44,000 lbs.
	53’ Intermodal Container	42,500 lbs.
	53’ Curtainside	46,000 lbs.
	Less Than Truckload	6,000 lbs.**

**** Due to Carrier restrictions on Less Than Truckload shipments orders exceeding 6,000 lbs will be split into two separate LTL shipments, with each being assigned a separate ship date. Please contact your CSR for further details.**

Claims and Adjustments

Product Complaints, Claims and Questions Pricing Discrepancies and Questions Shipping Discrepancies and Questions

Fence
231 Ship Canal Parkway
Buffalo, NY 14218

Phone: 800-333-0569

Fax: 716-823-2843

- **CRITICAL: All shipping discrepancies or damages must be noted on the Bill of Lading at the time of delivery.** It is the customer's responsibility to ensure that the following information is properly documented:
 1. The product code(s), the number of cartons involved, and whether they were "Damaged," "Short," or "Over."
 2. The delivery date and time.
 3. A signature from both a customer representative and the driver.
 4. Digital pictures are recommended.
- CertainTeed will replace at no charge all products missing or damaged due to CertainTeed or carrier error ***as long as the information outlined above is forwarded to the Customer Service Department within 48 hours of delivery.***
- In cases where a delivery is clearly damaged by the carrier, but is not signed "damaged" by the customer, CertainTeed will send out a charged replacement order.

Return Policy

Returns

- Returns due to CertainTeed, customer, carrier or quality issues should be communicated through your CSR.
- Quality issues for which a credit is requested will require pictures clearly showing the nature of the quality defect. Product samples may also be requested prior to the issuance of a credit.
- RMAs will only be issued for products purchases made within the past 90 days.

- Special order product cannot be returned.
- Your CSR will obtain any required authorizations.
- Obsolete material cannot be returned. Once CertainTeed/Bufitech communicates that a product will be discontinued, that product is considered obsolete.
- For cross border returns (CA to US) – a commercial invoice will be provided and must accompany the shipment back to the United States. ONLY the material on this invoice can be returned to ensure proper filing of entries and payment of duties/taxes with the U.S. Customs Service. Quantity and SKU differences will result in a delay of the shipment and the customer credit. Please contact your CSR for further details as additional documentation may be required.
- A copy of the return material authorization (RMA) and a completed Bill of Lading must accompany all returns.
- Only full, unopened cartons of current production in salable, like new, condition will be accepted as returns. Broken, damaged, obsolete, made to order (“specials”), or otherwise non-salable products will not be credited.
- Returned product must be packaged, palletized and banded properly to ensure material arrives in best possible condition. This may necessitate that the customer re-package and reband product for the return shipment.
- Customer is required to provide digital pictures of the fully repackaged product to be returned.
- Unauthorized returns, items not included on the RMA, or quantities returned in excess of the return authorization may be returned to the customer at customer expense or disposed of (based on customer preference).
- All returns, except those related to quality claims, CertainTeed or carrier errors, are subject to a 25% restocking charge and must be shipped back prepaid by the customer.
- Return authorizations are valid for 30 days from the date of issue.
- All returns are F.O.B. CertainTeed.

Terms and Conditions

Credit

- Credit Approval: Customer credit approval is required prior to any shipment. If CertainTeed determines at any time that a Customer’s financial condition does not justify the extension of

credit to Customer, then CertainTeed may require cash payments in advance or other satisfactory security prior to delivery.

Quote

- CertainTeed will provide Bufftech® material cost estimates upon request. A detailed layout of the job must be provided to ensure accuracy of material estimate. Price quoted will be honored for shipments within 30 days.

Sales Tax

- CertainTeed will charge state and local sales tax to all customers unless a current resale certificate is on file. We will require a certificate for each state in which you do business.

Price Changes

- All prices are subject to change without notice.

Payment Method Policy

- 1) Pay in advance - Payment must be received before order processing can begin.
 - a) Bank (Cashiers) Check.
 - b) Visa/Mastercard/American Express Charge. Third Party credit cards are not accepted; acceptable cards are company credit cards or cards of the principles of the company.
 - c) Electronic Transfer - Contact Accounting Department.
- 2) Company Check
 - a) If no prior arrangement has been made with CertainTeed to pay by company check, the check must be received by CertainTeed and clear the bank before order processing can begin.
 - b) If credit application is approved for company check usage, order processing begins upon receipt of check.
 - c) Bank letter (fax) certifying performance must be received by CertainTeed before order processing can begin.
- 3) Bank Letter of Credit
 - a) Must be received and approved by CertainTeed before order processing can begin.
- 4) Credit Line Establishment
 - a) Requires CertainTeed accepted credit application form; terms are net 30 days. The amount of the credit line is established by CertainTeed.
 - b) Credit will be reviewed on a periodic basis which may involve completing additional credit applications.
 - c) Acceptable forms of payment are company check, Bank (cashiers) check, and electronic or wire transfers.
- 5) C.O.D. – not available

E-Communications Policy

CertainTeed encourages efficient communications of business transactions with its customers and offers the following services:

- **Internet: The preferred method for ordering your Bufftech products is through the Bufftech Webservice.**
- Fax
 - Advanced Packing List (advanced ship notification). Contact your CSR for further details.
 - ✓ Sent immediately after confirmation of shipment.
 - Invoices (fax or e-mail).
 - Order Acknowledgement.
 - ✓ Currently to one fax number or e-mail address.
- **E Mail**
 - Price Sheets and Marketing Communications and updates are provided via e mail. Customer needs to make sure current e mail address is on file.