

# CertainTeed

## Service Advantage Policy 2018

Fence Products

**SimTek®**



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## Note

The following Service Advantage policy has 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.

This Service Advantage policy is for the CertainTeed Fence business and applies to both the Bufftech and SimTek product lines.

## Customer Service Contacts

### Bufftech

231 Ship Canal Parkway  
Buffalo, NY 14218

Hours: 8:00 a.m. to 5:00 p.m. Eastern Time

Phone: 800-333-0529

Fax: 716-823-2843

### SimTek

1330 West 400 North  
Orem, UT 84057

Hours: 8:00 a.m. to 5:00 p.m. Mountain Time

Phone: 866-648-9336

Fax: 801-655-5240

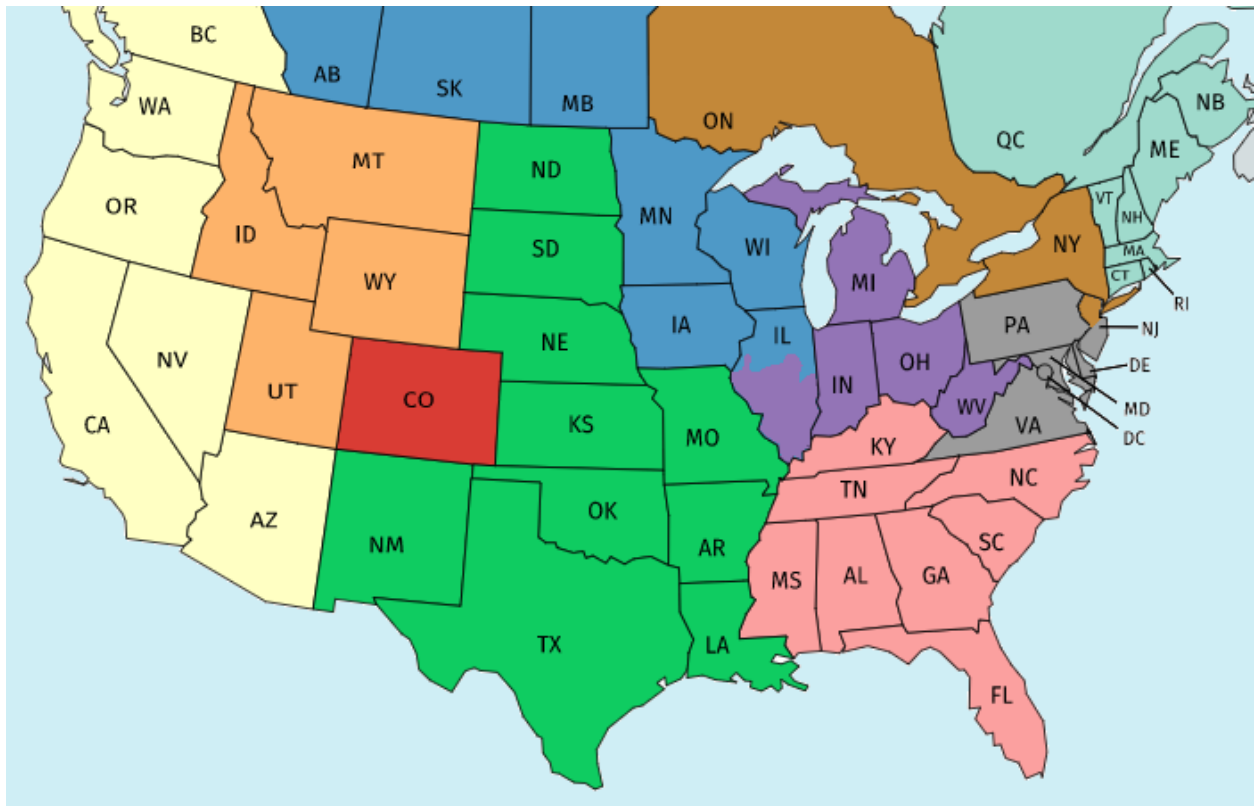
## Territory Manager and Sales Specialist Contacts










See the maps on pages 4 and 5 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 | Tadd 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           |
| 4934 | Russell Anderson    | 385-277-6509 | russell.anderson@saint-gobain.com      |

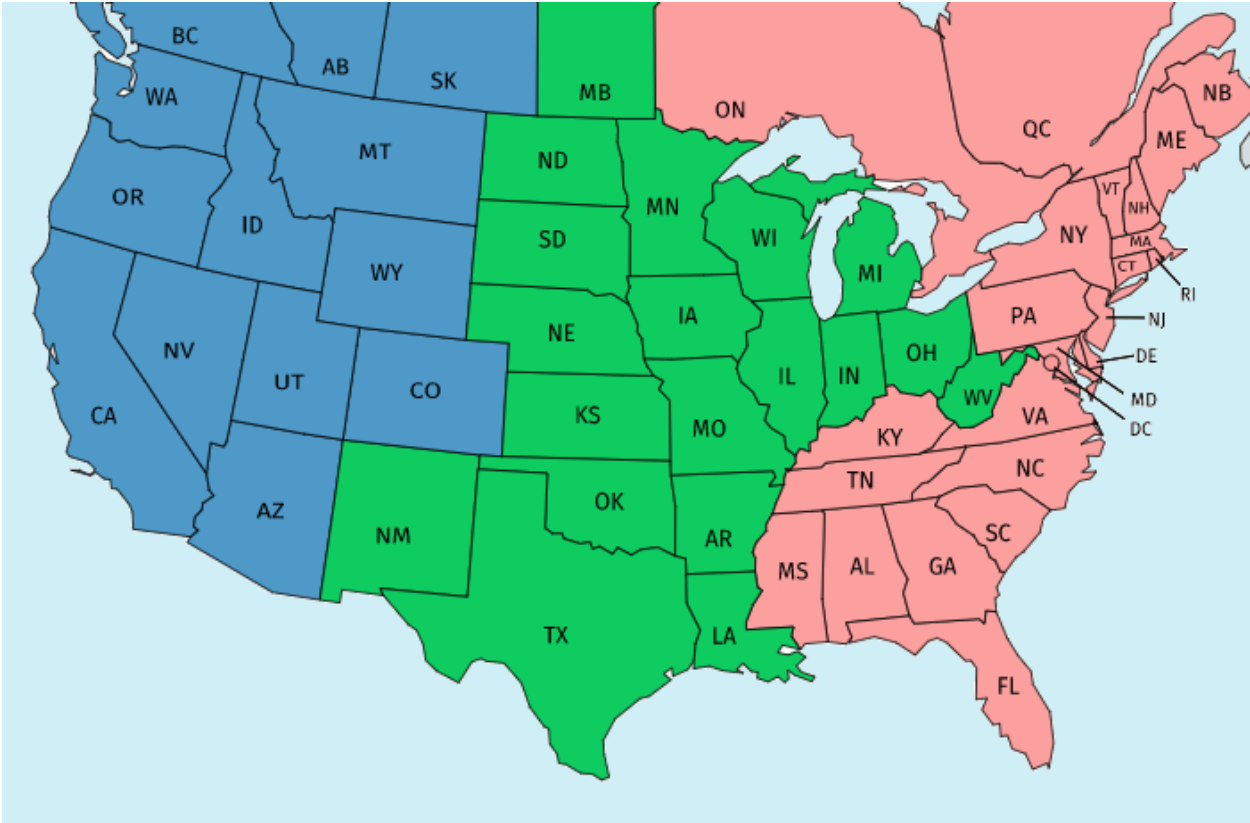
| AREA | REGIONAL SALES SPECIALIST | PHONE        | EMAIL                              |
|------|---------------------------|--------------|------------------------------------|
| 4931 | Glenn Butterfield         | 484-541-2472 | glenn.butterfield@saint-gobain.com |
| 4932 | Jeff Reyes                | 435-671-8900 | jeffrey.reyes@saint-gobain.com     |
| 4933 | Cevan Skinner             | 385-497-2846 | cevan.skinner@saint-gobain.com     |

## Territory Manager Map



| AREA  | TERRITORY MANAGER   |
|---|---------------------|
|  | Todd Gaddo          |
|  | Russ Anderson       |
|  | Toph Eberhart       |
|  | Joseph Eckl         |
|  | Jeffrey Herkins     |
|  | Jason Bennett       |
|  | Matthew Richardson  |
|  | Christopher Taggart |
|  | Glenn Cyr           |

# Regional Sales Specialist Map



| AREA                                 | REGIONAL SALES SPECIALIST |
|--------------------------------------|---------------------------|
| <span style="color: blue;">■</span>  | Jeff Reyes                |
| <span style="color: green;">■</span> | Cevan Skinner             |
| <span style="color: red;">■</span>   | Glenn Butterfield         |

## Order Placement

- Orders must be received by 2:00 p.m. Eastern Time (for Bufftech) or Mountain Time (for SimTek) to be placed on the shipping schedule. Orders received after that time will be placed on the production schedule for the following day. Lead time begins when the customer's account is considered current by CertainTeed's Credit Department.
- Orders received after the cut-off time may necessitate a revision to the original ship date. A Customer Account Specialist will call you with additional options should this situation occur.
- Orders may be placed via internet or fax.
- The preferred method of order placement for Bufftech fence orders is through the Bufftech Webservice.
- Orders must include the CertainTeed product code or UPC.
- All orders must include a unique purchase order number. Verbal sales orders or purchase orders will be placed on hold until written confirmation is received from the customer.
- New orders submitted to ship with other 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 of 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.
- The Pick list is printed in the Warehouse at least two days prior to the shipment date. Any order requiring additions or deletions after this Pick List has been printed will force the order to be canceled and a new order created. This will place the order in the queue, where it 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 extended 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 Customer Account Specialist will contact you in this situation.

## Special Order Guidelines

- To provide our customers the opportunity to purchase products not currently offered, CertainTeed will produce limited special order requests. For more details, please contact your Territory Manager or Customer Account Specialist.
- The steps for special ordering are as follows:
  - The customer is to provide specs or a sketch to the Territory Manager or Customer Account Specialist for non-standard routing configurations.
  - CertainTeed will then generate a diagram and pricing for the special order.
  - The customer must approve the diagram and pricing before production will begin.

- Orders will be subject to an extended lead time once 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 Customer Account Specialist 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. Profiles must be ordered in full pallet quantities.
- NOTE: Tan color is no longer available.

## Lead Time

- CertainTeed will continuously strive to meet its customer commitments by providing shipments that are complete, accurate, and shipped on the Estimated Ship Date. Order lead times may be extended during busy season.

## Freight and Shipping Policies

### Customer Zones

| Zone   | Mileage Band                               |
|--------|--|
| Zone 1 | 0 to 500 miles from Producing Plant        |
| Zone 2 | 501 to 1,000 miles from Producing Plant    |
| Zone 3 | 1,001 to 1,250 miles from Producing Plant  |
| Zone 4 | More than 1,250 miles from Producing Plant |

Producing Plant for Bufftech is in Buffalo, NY.  
Producing Plant for SimTek is in Orem, UT.

### Zone Charges

| Equipment      | Percentage of Invoice |        |        |        |
|----------------|-----------------------|--------|--------|--------|
|                | Zone 1                | Zone 2 | Zone 3 | Zone 4 |
| Truckload      | 0.50%                 | 0.75%  | 1.50%  | 3.00%  |
| LTL            | 2.00%                 | 3.00%  | 4.50%  | 5.75%  |
| 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:

| Shipments                             | Order Minimum Guidelines                                   | Freight Surcharge |
|---------------------------------------|--|-------------------|
| Multi-Stop Exclusive - Full Truckload | Minimum net invoice value of \$40,000 or fully cubed truck | \$200 per stop    |
| LTL                                   | Net invoice value below \$1,199                            | \$100             |
| Small Lot - Parcel (FedEx)            | Net invoice value less than \$250                          | \$20              |
| Residential Delivery                  |  | \$200             |
| Exports                               | Containerize Shipment outside continental US and Canada    | \$250             |
| I-Beam Flatbed Charge (SimTek)        |  | \$3,500           |

- Zone classification is determined at the time of shipment, based on title miles of the entire shipment, including all stops.
- Shipment mileage is calculated using PcMiler mileage program.
- The below link can be used to calculate approximate road miles:
  - [http://maps.randomcally.com/mileage\\_calculator](http://maps.randomcally.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 accessorials 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.
- Customer assumes unloading responsibility.
- Shipping 12' walls requires additional shipping charges.

## Transportation Means / Equipment

- All prepaid and "prepaid & add" shipments of goods are CPT (Carriage Paid To) Consignee. All collect shipments of goods (customer pick-ups) are FCA (Free Carrier) 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 other customer loads, as orders should fully cube or weigh out the truck.
- Maximum of three (3) stops per truck – two (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 – three (3) business days.
- Products considered to be over dimension (i.e. – pre-assembled gates, 16' products, 5x5x107 post, etc.) will be shipped via LTL. Your Customer Account Specialist 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: 20 business days.
- Other special requirements, rules, and pricing apply. All export accounts must be approved by the VP and GM in advance.

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

- Final order specifications must be received by 2:00 p.m. Eastern Time, 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
- 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 per day until the order is picked up from the Buffalo or Orem Plant. It is the responsibility of each customer to bring the appropriate equipment to facilitate safe loading and transport of the product.
- Orders not picked up within five (5) business days will be placed back into stock, and a restocking charge may be applied.
- 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.
- Repeated failure to meet these guidelines may disqualify a customer from future participation in the Pick-Up program.
- Trucks must have either an ICC bar or the tractor/cab must detach from the trailer.

### 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 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:
  - Driver detention - \$100 per hour
    - Three hours unloading time allowed per truckload - including all stopovers.
    - Two hours unloading time allowed for a single stop truckload.

### Storage Guidelines

- CertainTeed’s standard method of shipment incorporates palletization and wrapping of all products. Palletized shipments:
  - Save the customer time and money by reducing unloading time from hours to minutes.
  - Reduce damages.
  - Facilitate easy stacking of products to conserve space in transit and in your warehouse.
- CertainTeed 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

| 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 Customer Account Specialist for further details.

## Claims and Adjustments

- 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:
  - The product code(s), the number of cartons involved, and whether they were "Damaged," "Short," or "Over."
  - The delivery date and time.
  - A signature from both a customer representative and the driver.
  - 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 due to CertainTeed, customer, carrier or quality issues should be communicated through your Customer Account Specialist.
- 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.
- Return Material Authorizations (RMAs) will only be issued for products purchases made within the past 90 days.
- Special order product cannot be returned.
- Your Customer Account Specialist will obtain any required authorizations.
- Obsolete material cannot be returned. Once CertainTeed 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 Customer Account Specialist for further details as additional documentation may be required.
- A copy of the 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.
- Canceled orders will be subject to a 25% restocking fee if the order has been placed into either the production or shipping process.
- 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 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

- Pay in advance - Payment must be received before order processing can begin.
  - Bank (Cashiers) Check.
  - Visa/MasterCard/American Express Credit Cards accepted – they must be in the name of the company or in the name of the principles of the company. Third Party credit cards are not accepted. Credit Card transactions are for Pay In Advance customers only; we will not accept credit cards from customers with established credit lines to pay invoices. CertainTeed reserves the right to charge a fee for orders paid for by credit card which exceed \$40,000.
  - Electronic Transfer – contact Accounting Department.
- Company Check
  - 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.
  - If credit application is approved for company check usage, order processing begins upon receipt of check.
  - Bank letter (fax) certifying performance must be received by CertainTeed before order processing can begin.
- Bank Letter of Credit
  - Must be received and approved by CertainTeed before order processing can begin.
- Credit Line Establishment
  - Requires CertainTeed accepted credit application form; terms are net 30 days. The amount of the credit line is established by CertainTeed.
  - Credit will be reviewed on a periodic basis which may involve completing additional credit applications.
  - Acceptable forms of payment are company check, Bank (cashiers) check, and electronic or wire transfers.
- 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). Sent immediately after confirmation of shipment. Contact your Customer Account Specialist for further details.
    - 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.

**ASK ABOUT ALL OF OUR OTHER CERTAINTEED® PRODUCTS AND SYSTEMS:**  
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