



Service Guidelines

Effective Date: June 15th, 2018

The Owens Corning Service Commitment

Owens Corning Sales, LLC (“Owens Corning”) is committed to being the undisputed leader in reliable service. These service guidelines are designed to allow us to provide the highest level of service to our customers. For any general service inquiries, please feel free to contact your Customer Service Specialist at **1-800-328-7617**. For any service discrepancies, please contact the Owens Corning Customer Support Team at 1-877-569-5221.

Ordering and Lead Times

Shipment Lead Times

Lead time is defined as the number of business days between order creation and order shipment. Our goal is to meet our customers’ requested delivery date while maintaining a consistent and reliable lead time for standard products.

<i>Days to Ship:</i>	Fiberglas [™] Pipe	Fiberglas [™] Board	SoftR [®] Duct Wrap	QuietR [®] Rotary Duct Liner	QuietR [®] Duct Board	Thermafibel [®] Industrial Board	Thermafibel [®] Fabrication Board	Mineral Wool Pipe	All Other
Standard (“STD”)	4	4	4	4	4	7	7	7	4+
STD with Alternative Packaging	N/A	9	N/A	N/A	N/A	10	N/A	N/A	N/A
Limited	N/A	14	N/A	N/A	N/A	14	14	N/A	N/A
Custom / Made to Order (“MTO”)	21	21	21	21	21	28	28	35	21+

Standard Products

Standard products can ship within four business days from order placement. While many standard products are stocked nationally, some are only stocked regionally. Check the E-Order Form available on Owens Corning’s website (<http://commercial.owenscorning.com/eof/>) for sizes and quantities available.

Standard Product Shipping Matrix on Four-Day Shipping Cycle

Order Date	Ship Date
Monday	Friday
Tuesday	Monday
Wednesday	Tuesday
Thursday	Wednesday
Friday	Thursday
Delivery date will vary based upon length of haul	

Limited

Limited products can ship within 14 days from order placement. These products are not stocked. Minimum order quantity for limited products is ½ truck load. Check the E-Order Form available on Owens Corning’s website (<http://commercial.owenscorning.com/eof/>) for quantities required.



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Custom / Made to Order Products

Made-to-Order (MTO) products are not stocked and, as such, not produced until the customer places an order. Standard products with any approved modifications are considered MTO as well. Some products may require full truck load orders, please check the E-Order Form available on Owens Corning's website for (<http://commercial.owenscorning.com/eof/>) quantities required. Owens Corning will make all efforts to produce to our customer's requests but overages of up to 10% will be shipped and billed to the customer. All orders for MTO products must have a customer confirmation date (CCD) prior to production. Once a customer confirmation date (CCD) has been provided the ship date and quantity cannot be adjusted. No returns are allowed on MTO products. When produced, MTO products ship in full.

For new Custom / MTO codes that needed to be added or developed, please add an **additional 14 days** to the lead time.

Customer Requested Delivery Dates

Orders may be placed by EDI, fax, email, and electronic order form (EOF) or telephone. All orders must include a specific customer requested delivery date (CRD) or a pick up date. All orders placed by fax, EOF and email with a same or next day ship date will be defaulted to standard shipment lead time.

Industrial Mineral Wool Board Mixed Truckloads with Fiberglas

Select Industrial Board, Blanket and Felt codes are available to be shipped with fiberglass products in Hebron, Ohio. Owens Corning will charge \$45 per pallet for this service to offset freight and handling costs of moving these products between facilities. This will be shown on invoice as "Mixed Truck Load Service Charge". Check the E-Order Form available on Owens Corning's website (<http://commercial.owenscorning.com/eof/>) for codes available for this service.

Industrial Mineral Wool Board Pallet Charges and Shrouds

Standard pallet offerings for Industrial Mineral Wool Board are 36" and/or 48" width by 48" length. Standard pallets are offered at no charge. Pallet sizes that are not standard may incur additional charges, check with Owens Corning Customer Service Representative for questions. Pallet Shrouds (also known as Pallet Covers) are available upon request at no charge.

Industrial Mineral Wool Pipe

Owens Corning offers Mineral Wool Pipe through Paroc® in Poland and Owens Corning assets in Mexico City. Mineral Wool Pipe is stocked in Houston, TX and cannot be mixed with any other products currently. However, Partial Order Fees (seen below) will not be charged for Mineral Wool Pipe at this time. In addition, Industrial Mineral Wool Pipe is eligible for Customer Pick Up (CPU) from the Houston warehouse. Check the E-Order Form available on Owens Corning's website (<http://commercial.owenscorning.com/eof/>) for sizes available.

Confirmation Dates

The customer confirmation date (CCD) is the date your order will be delivered to your specified shipping location. Confirmation dates for orders shipped via intermodal carriers are estimates only, as delays outside the control of Owens Corning may occur. If a customer pickup (CPU) is requested, the confirmation date is the date the order is to be picked up from our servicing location. All accepted orders will be confirmed via written order confirmation within 24 hours, unless the order is on credit hold. Confirmations are available via EDI, fax or email, per the customer's request.

The carrier will call to confirm delivery time on a timed order. For un-timed or intermodal orders, the carrier will call to verify receiving hours.

Minimum Line Item Order Quantities

For standard products, the minimum line item quantity is a full unitized package. For Made-to-Order products, minimum order quantities vary by product. Your Customer Service Specialist or the EOF (<http://commercial.owenscorning.com/eof/>) can provide details.



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Vary Item (Trailer Optimization)

Owens Corning will load orders to maximize 100% of the trailer. To accomplish this, all orders require the specification of a vary item with the exception of job site shipments or LTL shipments that are paid for by the customer. The vary item is the line item whose quantity may be adjusted to optimally fill the trailer. At order placement, customers will be asked to specify a vary item. If no vary item is given, the material that represents the largest percentage of the order will be used as the vary item. Requests for special loading patterns and ship-exact instructions that use less than 90% will be charged a fee that correlates to the deficit freight charge of the shipment.

Change Orders

Changes to existing orders (line item changes, date changes, ship-to changes, changes to the method of shipment) will be accepted up until 24 hours before scheduled shipment or pick up time. Changes may affect the original delivery/pickup date.

Order Cancellation

Orders canceled within 24 hours of planned ship time will incur a \$250 cancellation fee. MTO and Non-standard MTO products cannot be canceled once a customer confirmation date (CCD) has been provided.

Returned Shipments

A returned shipment is defined as an order that the customer returns or cancels after the shipment is in transit or has been received by the customer. All returns require a Return Authorization Number. Please contact our Returns Department at 1-877-569-5221. A credit will be issued – less a 10% restocking charge (minimum \$100), plus applicable freight. Freight will be paid by the customer to return the product to either the original shipping facility or manufacturing facility, facility will be chosen by Owens Corning. Returns will only be accepted provided it has been shipped within the last 90 days, is in unit quantities and in a condition deemed suitable for resale. No charge will apply to returns due to an Owens Corning error.

Re-consigned Shipments

A re-consigned shipment is defined as a shipment for which the final delivery destination is being changed when the shipment is already loaded, en-route or has arrived at the destination. Every effort will be made to accommodate this request. Any re-consignment charges will be invoiced to the requesting customer. If we are unable to re-consign the shipment and the material is returned, a credit will be issued, less a 10% restocking charge (minimum \$100), plus applicable freight. Freight will be paid by the customer to return the product to either the original shipping facility or manufacturing facility (facility will be chosen by Owens Corning). No charge will apply to re-consignments due to an Owens Corning error.

Delivery / Customer Pick Ups

Minimum Shipment for Standard Products (U.S. & Canada)

The minimum overall order quantity is the equivalent of a quarter (25%) truckload. The maximum truckload equivalent for a partial order is 75%. All orders greater than 75% will need to be filled to ship as a full truckload, or the customer will need to pay for deficit freight.

Partial Shipments

Owens Corning's standard offering is a single order shipment, shipped in the most efficient method. Deviations from this standard offering require extra handling and/or costs to execute and are subject to a \$100 partial order fee. Partial orders are defined as: 1) Shipments that require multiple stops or 2) Minimum quantity orders that Owens Corning is asked to consolidate with other orders. **Multiple orders on a single truck, going to a single location are not subject to the partial order fee.**

Owens Corning will make every effort to consolidate partial truckload shipments with other customer orders and ship within 10 business days. Once an order is consolidated, change and cancel fees will



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apply to the order. If Owens Corning has not yet consolidated the order you may cancel or change the order without a change or cancel fee being applied. If no consolidation opportunity becomes available, customers will be contacted to select one of the following alternatives:

- Ship the order as is (LTL) and/or pay deficit freight
- Add to the order to create a full truckload order
- Cancel the order
- Continue waiting for a match to be found

LTL Shipment for Standard Products

Less than truckload (LTL) shipments are available. Owens Corning can provide LTL rates based on the amount requested to ship. Freight rates are estimated based on weight/volume of the product therefore an over-the-road carrier may be the better option. Freight estimates will be provided to the customer prior to arranging the shipment for approval. If estimated freight charges are approved, freight will be added to the invoice and paid by the customer. Since freight is being paid by the customer for LTL orders, no additional rush fee will be applied. All other order change fees still apply.

Owens Corning **does not offer timed deliveries on LTL shipments**. For standard LTL shipments, Owens Corning **cannot guarantee delivery date**. For guaranteed LTL shipments, Owens Corning can provide a delivery date for a premium freight rate.

Transportation Arrangements

Owens Corning will arrange transportation on behalf of customers with the exception of customer pickups. Owens Corning uses carriers that pass stringent internal safety, quality and service standards. All shipments are based on full truckload quantities and our pricing is established accordingly.

Fuel Surcharge (U.S. Only)

A fuel surcharge will be applied to invoices based on the DOE average #2 diesel retail price. The following schedule can be used to determine the rate. Fuel surcharge will be prorated for partial orders.

Average #2 Diesel Retail Price for Prior Quarter Price per Gallon (USD\$)	Flat Rate Fuel Surcharge per Invoice Prorated for Split Shipments			
	Full TL	Each ½	Each 1/3	Each 1/4
Below \$2.24	\$60	\$30	\$20	\$15
\$2.25 - \$2.74	\$80	\$40	\$27	\$20
\$2.75 - \$3.25	\$100	\$50	\$33	\$25
\$3.26 - \$3.75	\$120	\$60	\$40	\$30
\$3.76 - \$4.25	\$180	\$90	\$60	\$45
\$4.26 - \$4.75	\$240	\$120	\$80	\$60
\$4.76 - \$5.25	\$300	\$150	\$100	\$75

Thermafiber® and Paroc® Industrial Mineral Wool (both pipe and board) orders will also follow the above guidelines.

Customer pick up

Customer pickups (CPU) are orders for which the customer has requested to pick up the order at the Owens Corning facility using their own transportation arrangements. CPU orders are available according to published lead times. The minimum CPU amount is one unitized package. Customer Service will confirm a date and location for pickup and that information will be included on your order confirmation document. If the order is not picked up on the scheduled date a \$250 late CPU fee will be applied. If the order is not picked up within 24 hours of the scheduled date, the order will be canceled (a maximum fee of \$250 will be applied for any late or canceled CPU shipments). CPU allowances are based upon the average freight costs to service the specific destination and will be prorated based upon the order size. No cross-border CPU shipments are allowed.

CPU orders must set an appointment with the warehouse within the available warehouse hours prior to pick up. All CPU vehicles must be able to be secured against loading docks and be safely entered and



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exited by loading equipment. Owens Corning reserves the right to reject any vehicles/equipment deemed unsafe for loading. Owens Corning will not move or stack non-Owens Corning product that may already be on the truck. This may reduce the product that can be shipped. If the trailer used to pick up the product is different than the trailer communicated at order entry we may not be able to load the entire quantity. Product that cannot fit on the CPU trailer will be canceled and a new order will need to be placed. The material that will be varied will be based on Owens Corning's discretion.

Thermafiber® Industrial Mineral Wool Orders out of Joplin, MO or Wabash, IN are not eligible for Customer Pick Up. **However, Mineral Wool Pipe out of Houston, TX is eligible for CPU.**

Detention Charges

All Owens Corning carriers allow two free hours for unloading full vehicles. After the free two hour period, charges could be assessed at a rate of \$60 per hour until unloading is complete.

Timed Deliveries

A timed delivery is an order where a specific date and time (within 30 minutes) for delivery is promised. Timed deliveries are available only on full truckload orders or on the first stop of customer consolidated shipments. **Should you have a need for a timed delivery, please communicate this request at the time of order entry.** The first stop will be the location closest to the manufacturing plant; **all intermodal delivery dates are estimates only and cannot be timed.** Orders that include drop trailers will not be accepted as a timed delivery.

Job Site Shipments (U.S. only)

Job Site Shipments are deliveries sent directly to the specific job site location requested by the customer (U.S. only). Truckloads can be split between a job site and a customer's warehouse subject to the \$100 partial order fee referenced above. To ensure successful delivery to a job site, please provide contact information including name, telephone number and specific delivery location at the time of order entry. The carrier will call approximately 24 hours in advance to confirm the delivery date and time. Upon successful confirmation of this information, they will deliver to the job site as scheduled. Please note that if the carrier is unable to successfully contact the designated job site contact, the carrier will not deliver the load.

Tailgating

Driver assistance during the unloading process is not offered.

Drop Trailers

Drop trailers are an extra service provided by the carrier to deliver a trailer filled with product to the delivery site and remain at the site until it is unloaded. Drop trailers are not offered as part of the standard service package. This service is only available from your default Owens Corning shipping plant. If a drop trailer is needed, prior approval must be obtained through your Owens Corning Area Sales Manager and additional charges will apply. The drop trailer fee will be charged via a debit memo to your order at a rate of \$25 per day, \$125 per week, maximum of \$500 per month. Timed deliveries will not be accepted for orders with a drop trailer.

Other Items

Testing

Certain products must be tested for nuclear and/or stress corrosion purposes. These tests can be administered by Owens Corning. Testing must be requested, will increase the lead time of the product and will be subject to additional charges. Please contact your Customer Service Specialist for additional details.