

January 13, 2023

To: Versico Roofing Systems' Independent Sales Representatives, Distributors, and Authorized Contractors

Re: Reminder on Guidelines and Policies – Effective January 13, 2023

This document serves as a reference for:

- Versico's cancellation policy
- Versico's customer reschedule (push) policy
- Versico membrane and polyiso plant pick-up guidelines
- Versico's freight charges and guidelines for material shipping from Versico facilities

Cancellation Policy

- The order cancellation timeframe has been reduced from three weeks to seven business days.
- Truckloads cancelled within seven business days of the delivery date will incur a \$500 charge, regardless of product category.

Customer Reschedule (Push) Policy

Effective immediately, Versico has eliminated all fees for order date changes.

When the customer requests a rescheduled delivery date, the order will go to the next available delivery date at the time of adjustment, allowing for material availability and applicable lead times.

All rescheduled orders will continue to be priced at the time of shipment, taking into consideration announced price adjustments.

The original delivery date should be maintained whenever possible. Ship-to location can be changed but may impact the delivery date. We encourage contingency planning ahead of time to allow for alternate delivery locations in situations where jobsites may not be ready to receive material.

Weather events are not an exception to this policy. However, we are committed to working with our customers to find alternative solutions when possible.

Versico Membrane and Polyiso Plant Pick-Up Guidelines

Versico has implemented the following customer pick-up guidelines for orders. These guidelines will help streamline product availability in warehouses.

1. Customer pick-ups will be scheduled on a specific date. Purchase orders received without a requested pick-up date will not be confirmed until a pick-up date is scheduled. Current plant pick-up times are as follows:

Membrane Plants	Days	Begin	End	Time Zone
Senatobia	M-F	7:00AM	2:30PM	CST
Carlisle	M-F	7:00AM	2:30PM	EST
Greenville	M-F	7:00AM	2:00PM	CST
Tooele	M-F	8:00AM	3:30PM	MST
Polyiso Plants				
Montgomery	M-F	7:00AM	5:00PM	EST
Smithfield	M-F	7:00AM	3:00PM	EST
Franklin Park	M-F	6:00AM	3:00PM	CST
Lake City	M-F	7:00AM	2:30PM	EST
Terrell	M-F	8:00AM	3:30PM	CST
Tooele	M-F	8:00AM	3:30PM	MST
Puyallup	M-F	7:00AM	3:00PM	PST

2. Orders should be picked up on the scheduled date. A five-business-day flexibility period is included in all pick-up dates to accommodate any trucking difficulties that may occur.
 - a. If the order is not picked up within five business days of the scheduled pick-up date, the customer will be contacted to reschedule.
 - b. If no response is received within 24 hours, the order will automatically be rescheduled for pick-up two weeks later. A confirmation with the new pick-up date will be sent to the customer.
3. Customer pick-ups may be rescheduled once. If the product has not been picked up within five business days following the second scheduled pick-up date, the order will be cancelled, and a \$500 cancellation fee will apply regardless of product category. Submission of a new purchase order will be required.
4. Pick-ups of custom-made and non-standard items cannot be rescheduled. Customers must pick up orders that contain custom-made or non-standard items. Cancellation fees may apply to orders cancelled per this process.

5. Due to safety concerns, customers picking up membrane rolls are required to provide a truck or trailer with stake pockets.

Freight Charges and Guidelines for Material Shipping from Versico Facilities

Current freight charges for membrane and accessory shipments via flatbed:

Amount	Description
\$400.00	Freight Surcharge – Less than 100 miles
\$500.00	Freight Surcharge – Over 100 miles
\$50.00	Fuel Surcharge – Less than 100 miles
\$250.00	Fuel Surcharge – Over 100 miles*
\$100.00	Stop Off Fee (if applicable)
\$150.00	HazMat Charge (if applicable, over 1,000 lbs. of hazardous material)
\$200.00	Saturday Charge (if applicable)

**Please verify with your OMS as fuel prices will fluctuate with the market and are based on the Department of Energy weekly report that is published by the government.*

Warehouse delivery requirements are a minimum of 35,000 lbs. Minimum weight can be met by combining two warehouse stops. Minimum weight of 5,000 lbs. per stop is required. Stops must be within 100 miles of each other.

If minimum requirements are not met, the customer is required to pay the full cost of the flatbed shipment.

Jobsite delivery requirements are a minimum of 24,000 lbs. Minimum weight can be met by combining two stops (for example: the jobsite and a distributor's warehouse or the jobsite and the contractor's shop, etc.)

If minimum requirements are not met, the customer is required to pay the full cost of the flatbed shipment.

Maximum weight for a truckload is 42,000 lbs.

Orders that are 10,000 lbs. or more are required to ship via flatbed.

Current Freight Charges for ISO Shipments Shipped Via Flatbed

Amount	Description
\$400.00	Freight Surcharge – Less than 100 miles
\$500.00	Freight Surcharge – Over 100 miles
\$50.00	Fuel Surcharge – Less than 100 miles
\$250.00	Fuel Surcharge – Over 100 miles*
\$100.00	Stop Off Fee (if applicable)
\$50.00	Saturday Charge (if applicable)
\$100.00	Sunday Charge (if applicable)
\$50.00	Deficit Freight – Charged per unit short of a full truckload

24 units of 4' x 8' or 48 units of 4' x 4' is a full truck and can be combined between two stops. If the minimum requirements are not met, the customer/distributor will be billed a deficit freight charge for each missing unit.

Current LTL Shipment Information

- Orders shipped via LTL will have freight charges passed on to the customer.
- LTL delivery dates are never guaranteed.
- A guaranteed shipment can be requested at a more expensive rate; however, this does not ensure the delivery date will be met and is not available in all parts of the country.
- Check with your Order Management Specialist if you have questions about guaranteed service.
- Next-day and second-day air shipments are available. However, hazardous material cannot ship via air or parcel service.
- Hazmat Charges
 - Flatbed/Truckload – When a truckload has 1,000 or more lbs. of hazmat, the truck will be considered hazardous, and the customer will incur a hazmat charge.
 - LTL – If hazardous material is on an LTL shipment, the entire shipment will be considered hazmat and may be subject to a higher shipping charge.
 - Hazardous material cannot ship via air.