

AkzoNobel Surface Chemistry Customer Order Policy

New Order Rules	Charges
Demurrage Charges	Actual demurrage cost plus €250 fee per occurrence
Rush Orders ¹	Extra cost plus €400 fee per occurrence
Order Changes ²	€400 fee per occurrence
Order Cancellations ²	€400 fee per order

1. Orders are considered Rush orders when time of dispatch is requested before the following thresholds:

- Packaged goods: 10 working days for transportation by road, maritime or pick up, 15 working days for air transportation.
- Bulk: 15 working days.

Rush orders requiring a production schedule change will not be allowed.

2. Order changes/cancellations free of charge after order confirmation except in the following situations:

- Packaged goods: We will charge a fee for order changes/cancellations requested with less than 10 working days before Estimated Time of Dispatch (ETD) for transportation by road, maritime or pick up, and less than 15 working days before ETD for air transportation.
- Bulk: We will charge a fee for order changes/cancellations requested with less than 15 working days before ETD.

Changes/cancellations requiring a production schedule change will not be allowed.

AkzoNobel Surface Chemistry reserves the right to change prices and fees at any time.

General Conditions of Sale

Unless a detailed product sales agreement is in place between AkzoNobel and the buyer covering the sale of the products, all products sold or otherwise provided by AkzoNobel are sold or provided exclusively on the basis of AkzoNobel's Terms and Conditions of Sale, which can be found at <https://surfacechemistry.nouryon.com/terms-and-conditions/>.

By placing an order for products, the buyer agrees to AkzoNobel's Terms and Conditions of Sale. No differing or supplemental terms or conditions shall be applicable unless expressly agreed to by AkzoNobel in writing.