

AkzoNobel Surface Chemistry Customer Order Policy

Order Rules	Charges
Demurrage and Detention Charges ¹	Actual demurrage/detention cost, plus 30% of the actual cost, with upper limit of USD500 per occurrence
Order Changes ²	Actual cost, plus USD250 per occurrence
Order Cancellations ²	Actual cost, plus USD250 per occurrence

1. Demurrage and Detention Charges will apply to transportation equipment detained beyond the time allowed for loading, unloading and/or sailing. Equipment includes, but is not limited to, containers, trucks, isotanks, and trailers contracted by a third party logistic service provider.

Once custody of the product is handed over to the consignee per the delivery terms indicated in the agreed contract or purchase order, any resulting demurrage and detention charges determined not to be caused by AkzoNobel or an AkzoNobel appointed third party logistic service provider, will be the responsibility of the consignee.

2. Order changes/cancellation

Make to Stock Products: Change request/cancellation received before order shipment has been booked will be free of charge. Above service charge is applicable for change request received after order shipment has been booked.

Make to Order Products: AkzoNobel cannot satisfy any change request/cancellation causing impact on AkzoNobel production schedule.

AkzoNobel Surface Chemistry reserves the right to change prices and handling charges 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.