

## Nouryon Customer Order Policy

New Order Rules	Charges
Demurrage Charges	Actual demurrage cost plus €250 handling fee per occurrence
Rush Orders <sup>1</sup>	Extra cost plus €400 fee per occurrence
Order Changes <sup>2</sup>	€400 charge per occurrence
Order Cancellations <sup>2</sup>	€400 charge per order

1. Rush orders are shorter than the quoted standard lead time. 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 situation:

- **Make to Stock Products:** We will charge a fee for order changes/cancellation with less than the quoted standard lead time for transportation by road or pick up, and less than 3 weeks for maritime/air transportation.
- **Make to Order Products:** We cannot satisfy any order changes/cancellations with less than the quoted standard production lead time.

Nouryon 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 Nouryon and the buyer covering the sale of the products, all products sold or otherwise provided by Nouryon are sold or provided exclusively on the basis of Nouryon's Terms and Conditions of Sale.

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