

Nouryon Customer Order Policy

New Order Rules	Charges
Demurrage Charges	Actual demurrage cost plus \$250 fee per occurrence
Rush Orders ¹	Extra cost plus \$500 fee per occurrence
Order Changes ²	\$500 fee per occurrence
Order Cancellations ²	\$500 fee 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 situations:

- **Make to Stock Products:** We will charge a fee for order changes/cancellations with less than the quoted standard lead time for domestic and less than 3 weeks before shipment for export.
- **Make to Order Products:** We cannot satisfy any order changes/cancellations with less than the quoted standard production lead time.

Existing Order Rules	Charges
Return Restocking Fee ³	35% of the sales price
No-Show Charge Bulk Rack Appointment	\$500 per occurrence
No-Show Charge Package Pick Up	\$250 per occurrence

3. Restocking policy requires Manufacturing site and Regional Sales Manager Approval.

Existing Handling Charges

Palletizing Fees	Charges
With Shrink Wrap	\$25 per pallet
With Cap	\$30 per pallet
With Shrink Wrap and Band	\$37 per pallet
Note: Dry products are palletized at no charge	
Additional Services and Fees	Charges
Air Compress/Standard Pump	\$40 per tank truck
Drop Trailer Charge	\$150 per day
Dispatch of Equipment pick-up empty trailer	\$90 per shipment
Hose Charge (40 ft. free)	\$50 per shipment
Heat in Transit (when ordered and provided)	\$150 per tank truck
Non-Standard Samples (if available)	\$300 per sample
Rush Samples	\$150 per sample
5-Gallon Pails	\$500 per sample
Multi-Compartment Tank Trucks	Charges
For 2 Compartments	\$250 per shipment
For 3 or More Compartments	\$300 per shipment



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, which can be found at

<https://surfacechemistry.nouryon.com/terms-and-conditions/>

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.

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