

AkzoNobel Surface Chemistry Customer Order Policy

Order Rules	Charges
Demurrage Charges	Actual demurrage cost plus \$250 handling fee per equipment
Truck detention	Actual detention cost plus \$70 handling fee per Nota Fiscal
Rush Orders ¹	Extra cost plus \$250 fee per occurrence
Order Changes ²	\$250 charge per occurrence
Order Cancellations ²	\$500 charge per order

1. Rush orders are shorter than the standard delivery 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: We will charge a fee for order changes/cancellations with less than the standard delivery lead time for domestic and less than 3 weeks from shipping date for international orders.

Make to Order: We cannot satisfy any order changes/cancellations with less than the quoted standard production lead time.

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.

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.