



CUSTOMER SERVICE POLICY

In order to better serve our customers and provide reliable on time delivery of facer orders, Atlas Web Technologies (WEBTECH) has developed the following procedures for submitting orders for standard and non-standard product (Product) purchases.

END USE

- Any recommendations made by Atlas WEBTECH concerning uses or applications of any Product are believed reliable, but Atlas WEBTECH makes no representations or warranty of the results to be obtained. Final determination of the suitability of the Product for the use contemplated by the Customer is the sole responsibility of the Customer. Customer agrees that it is not relying on Atlas' recommendation to determine the suitability of Atlas WEBTECH Products. Customer agrees that Atlas has no ability to determine how the use of any Atlas WEBTECH Product will perform in the Customer's finished Product.

STANDARD PRODUCTS

- Coated Products:
 - WT HP 1000 (L800G702, L800G710, L800G712, L800G220)
 - WT PIF 1000 (L800G701, L800G703, LR507001)
 - WT FR - 10SR (L800G707)
- Paper Products
 - WT GRF (L800B11, L800B012, L800B014, L800B015)

NON- STANDARD PRODUCTS

- Atlas will require sign-off of an approved specification and a Non-Standard Product Purchase Agreement before acceptance of the Purchase Order.
- For customer specific non-standard products (such as width, color, print, etc.), Atlas cannot guarantee the amount manufactured will exactly match the Purchase order amount. In the case that extra Product is produced, the customer will agree to purchase all Product that meets the approved specification up to a maximum of six rolls.
- Orders for non-standard products which are not released for shipment within 30 days from date of availability will be subject to payment in full.

ORDERS

- Customers shall order Product using purchase orders.
- All purchase orders should be emailed to the Atlas Customer Service Team at webtech-orders@atlasroofing.com.
- Each purchase order must reference the Atlas Item ID, material pricing, and payment terms for the order to be processed by the Atlas Customer Service Team. If all required information is included on the purchase order, a member of the Atlas Customer Service Team will send order confirmation to the sender within 24 hours of the next business day.
- Depending on material ordered, mode of transportation, and ship to location, the Atlas WEBTECH Customer Service Representative will inform Customer as to the minimum order lead times for placing orders as listed in Table 1. Orders not meeting the minimum lead times may be subject to additional fees.

	OVER THE ROAD SHIPMENTS	INTERMODAL SHIPMENTS
Purchase Order and 90 Day Rolling Forecast for Standard Products	2 Weeks (10 Business Days)	3 Weeks (15 Business Days)
Made to Order Products in Standard Widths	3 Weeks (15 Business Days)	4 Weeks (20 Business Days)
International Export	6 Weeks Plus	7 Weeks Plus
Trial Products & Products with Special Order Raw Materials	9 Weeks Plus	10 Weeks Plus

DATE CHANGES/CANCELLATIONS

- For domestic shipments, the minimum notification time for cancellation or date changes to a confirmed order is 5 business days prior to scheduled ship date for over the road shipments and 14 business days prior to scheduled ship date for Intermodal shipments.
- For international shipments, the minimum notification time for cancellations or date changes to a confirmed order is 10 business days prior to scheduled ship date.
- Changes to an order including cancellation of an order, change in delivery, change of quantity, etc., will be subject to a \$500 minimum per truckload charge.
- Atlas will make all attempts to accommodate change orders outside of specified minimum requirements; however, there may be additional charges as a result of the order change request. Any additional freight costs will be assessed once the truck is in route.

CUSTOMER PICKUP (CPU)

- Customer pickup will be permitted with prior confirmation by the Atlas WEBTECH Customer Service Department.
- Orders for material not picked up within 48 hours of the scheduled pickup date will be subject to rescheduling.

LESS THAN TRUCKLOAD ORDERS

- Orders for less than a truckload may be subject to additional fees.

ADDITIONAL STOPS AND TRUCK DIVERSIONS

- Requests for more than two stops on a truck will be reviewed by Atlas to determine if feasible. Additional charges may apply.
- Trucks diverted after shipment will be subject to a diversion fee plus additional mileage fees and fuel surcharges.

FREIGHT & FUEL SURCHARGE

- Atlas passes through all carrier Fuel Surcharges as a separate line item on the invoice.

THIRD PARTY DELIVERY CHARGES

- Atlas cannot guarantee time of delivery
- Customer is responsible for billing the carrier for charges resulting from a late delivery.
- Atlas will make pre-calls confirming delivery if requested (contact name and phone number must be given at time of order entry).
- Detention charges from the carrier will be passed on to the customer. Detention charges become effective two hours from scheduled time of delivery.
- Unloading not completed prior to 5 p.m. will be subject to layover charges.

DAMAGES & CLAIMS

- All Claims must be on an Atlas Customer Non-Conformance Notification Form and filed with the Atlas WEBTECH Customer Service Department for processing – See Atlas WEBTECH Claims Procedure for further instructions.
- Prior to returning any claim material to Atlas WEBTECH, an Atlas WEBTECH Return Material Authorization (RMA) must be completed.

RETURNS

- All returns require preauthorization by an Atlas WEBTECH Return Material Authorization (RMA).
- Eligible material must be returned within 60 days of original ship date.
- A 20% restocking fee plus outbound and inbound freight will apply.
- Freight arrangements on returned material will be the responsibility of the customer.
- Credit will be given on resalable material only. Damaged material will not be eligible for credit.

WARRANTY AND DISCLAIMER

Buyer has tested the Atlas Web Technologies Product (Product) to determine if it is suitable for use in the Buyers process and products. Seller agrees to notify the Buyer of any changes in the Seller's process that could affect the Product physical properties including changes in raw materials. If Seller modifies the physical characteristics of the Product, Buyer reserves the right to requalify the Product immediately. Seller warrants only that it is the owner of the Product. Buyer understands and agrees that all Product is sold FOB Seller's Plant unless otherwise stated. OTHER THAN AS EXPRESSLY STATED IN THE FIRST SENTENCE OF THIS PARAGRAPH, SELLER MAKES NO REPRESENTATION OR WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, WITH RESPECT TO ANY PRODUCT BEING SOLD, OR WITH RESPECT TO ITS DESCRIPTION OR CONDITION. SELLER HEREBY DISCLAIMS ALL SUCH WARRANTIES AND REPRESENTATIONS INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Seller shall not be liable for any damage, whether direct or indirect, incidental, consequential, or special, resulting from the use or inability to use the Products.

FORCE MAJEURE

- Atlas shall not be liable in damages for any delay or default to ship any order if such delay or default is caused by conditions beyond Atlas' control including, but not limited to: Acts of God, Government restrictions, wars, acts of terrorism, fires, or shortage of raw materials.

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