



January 13, 2023

To: Carlisle SynTec Systems' Manufacturer's Representatives, Distributors, and Authorized Applicators

Re: Field Communication: Carlisle's Cancellation Policy and Push Policy Update

Effective immediately, Carlisle's cancellation policy and customer reschedule (push) policy are amended as outlined below.

Cancellation Policy Update

We are instituting the following changes to the order cancellation policy:

- The order cancellation timeframe has been reduced from three weeks to seven business days.
- Truckloads cancelled within seven business days of the delivery date will incur a \$500 charge, regardless of product category.

Customer Reschedule (Push) Policy Update

We are eliminating all fees for order date changes.

When the customer requests a rescheduled delivery date, the order will go to the next available delivery date at the time of adjustment, allowing for material availability and applicable lead times.

All rescheduled orders will continue to be priced at the time of shipment, taking into consideration announced price adjustments.

Customers should make every effort to maintain original delivery dates. Ship-to location can be changed but may impact the delivery date. We encourage contingency planning to allow for alternate delivery locations in situations where jobsites may not be ready to receive material.

Weather events are not an exception to this policy. However, we are committed to working with our customers to find alternative solutions whenever possible.

We appreciate your continued support of Carlisle SynTec Systems. Please direct all questions regarding this announcement to your Carlisle Regional Sales Manager or Manufacturer's Representative.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin Somers", with a long horizontal line extending to the right.

Kevin Somers
Director of Sales
Carlisle SynTec Systems