



September 29, 2022

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

Re: Carlisle SynTec Systems' Cancellation Policy Reminder – Effective October 20, 2021

To best serve our customers, it is essential that our plants run as efficiently as possible and that orders in the system represent actual demand. As shared previously and effective October 20, 2021, Carlisle's Cancellation Policy is being reiterated to provide enough time to repurpose products to those who need them.

Effective October 20, 2021, orders cancelled less than three weeks prior to the scheduled shipment date will be assessed the following charge:

Order	Penalty
Truckload of Membrane & Accessories	\$5,000
Truckload of Polyiso	\$2,500
LTL Order \$10,000 or over	\$2,500
LTL Order \$9,999 or under	\$1,000

Customers may not push out ship dates, or make changes to items or quantities, within the three-week window. We believe it is important to proactively manage order cancellations to better align true market demand with our manufacturing schedule. This will help to reduce bottlenecks in our plants and improve our ability to provide customers with the Carlisle products they need when they need them.

Please contact your Carlisle Manufacturer's Representative or Regional Manager to obtain the most recent Open Order report with currently scheduled ship dates. Carlisle encourages proactive review of all Open Orders and scheduled shipments to assist with managing your pending orders within the Cancellation Policy guidelines.

We appreciate your continued support of Carlisle SynTec Systems. Please direct questions regarding this announcement to your Carlisle Regional Sales Manager.

Sincerely,

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

Kevin Somers
Director of Sales
Carlisle SynTec Systems