



TO: Customer Success Partners

DATE: 05/06/2024

SUBJECT: Reminder on Guidelines and Policies – Effective 05/13/2024

In our ongoing commitment to enhancing the Carlisle Experience, we are pleased to announce updates to our current guidelines and policies. These revisions aim to standardize communication regarding order statuses, freight charges, and streamline product availability in our warehouses, ultimately benefiting you our valued customers.

Push Policy

Effective immediately, Carlisle requires that a delivery/pickup date be specified for each purchase order. This policy enables us to efficiently schedule product availability in accordance with your needs. Your order will be promptly confirmed to meet the requested delivery/ pickup date to the best of our ability. To provide flexibility within our logistics framework, please note the following procedures:

Delivery/Pickup Dates:

- Purchase orders must include a requested delivery/pickup date.
- This allows for efficient scheduling of product availability.
- Purchase orders with requested dates within production guidelines will be processed normally.
- Orders without requested dates will be put on hold, and production will not be scheduled until a date is confirmed. Requests such as "deliver ASAP" will not be recognized as a delivery date.
- Once a firm date is provided, scheduling will be based on material availability and loading capacity.

Weather Event Exceptions:

- Weather-related disruptions may affect delivery dates.
- Contingency planning is encouraged, and alternate delivery locations should be considered.
- We are committed to working with our customers to find alternative solutions whenever possible.

Delivery/Pickup Flexibility:

- Delivery/pickup dates have a 5-day flexibility period.
- Orders not shipped within 5 business days of the scheduled date will be rescheduled.
- Failure to pick up/ship material within the rescheduled date will result in order cancellation after the first reschedule.

Made-to-Order Products

Once made-to-order products have been produced, orders cannot be canceled, and our expectation is product will be shipped/ picked up within 10 business days. Custom materials include all items built to customer specifications, such as but not limited to:

- All bevel and straight cut Polyiso or EPS for roofs, Nail Board.
- Polyiso in dimensions other than 4'x4' or 4'x8' or wall cut Polyiso other than 16" or 24".
- Membrane rolls with dimensions (length and width) other than those in the price book.
- Special items produced at customer's request.
- Nonstandard product (schedulers to define)

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

Service Expectations

Freight Charges and Guidelines for Material Shipping from Carlisle Facilities:

Current freight charges for membrane and accessory shipments via flatbed:

Amount	Description
\$500.00	Freight Surcharge
\$100.00	Stop Off Fee (if applicable)
\$150.00	HazMat Charge (if applicable, over 1,000lbs of hazardous material)
\$200.00	Saturday Delivery Charge (if applicable)

- Warehouse delivery requirements are a minimum of 35,000 lbs. Minimum weight can be met by combining two warehouse stops. Minimum weight of 5,000 lbs. per stop is required. Stops must be within 100 miles of each other.
- If minimum requirements are not met, the customer is required to pay the full cost of the flatbed shipment.
- Jobsite delivery requirements are a minimum of 24,000 lbs. Minimum weight can be met by combining two stops (for example: the jobsite and a distributor's warehouse or the jobsite and the contractor's shop, etc.)
- If minimum requirements are not met, the customer is required to pay the full cost of the flatbed shipment.
- Maximum weight for a truckload is 42,000 lbs.
- Orders that are 10,000 lbs. or more are required to ship via flatbed.
- For safety reasons, customers picking up membrane rolls must provide a truck or trailer equipped with stake pockets. Failure to meet this requirement may result in our shipping plants refusing service.

Current Freight Charges for ISO Shipments Shipped Via Flatbed:

Amount	Description
\$500.00	Freight Surcharge
\$100.00	Stop Off Fee (if applicable)
\$150.00	HazMat Charge (if applicable, over 1,000lbs of hazardous material)
\$50.00	Saturday Delivery Charge (if applicable)
\$100.00	Sunday Delivery Charge (if applicable)
\$50.00	Deficit Freight- Charge per unit short of a full truckload

- 24 units of 4' x 8' or 48 units of 4' x 4' is a full truck and can be combined between two stops. If the minimum requirements are not met, the customer/distributor will be billed a deficit freight charge for each missing unit.

Current LTL Shipment Information:

- Orders shipped via LTL will have freight charges passed on to the customer.
- LTL delivery dates are never guaranteed.
- A guaranteed shipment can be requested at a more expensive rate; however, this does not ensure the delivery date will be met and is not available in all parts of the country.
- Check with your Order Management Specialist if you have questions about guaranteed service.
- Next-day and second-day air shipments are available. However, hazardous material cannot ship via air or parcel service.

**Hazmat Charges:**

- Flatbed/Truckload – When a truckload has 1,000 or more lbs. of hazmat, the truck will be considered hazardous, and the customer will incur a hazmat charge.
- LTL – If hazardous material is on an LTL shipment, the entire shipment will be considered hazmat and may be subject to a higher shipping charge.
- Hazardous material cannot ship via air.

Returns For Customer Order Errors:

- Only material delivered within 90 days will be considered for a return.
- Pictures of material being returned are required.
- Returns due to customer order error will incur a 25% restocking fee.
- Customer will be responsible for returning material back to Carlisle in resalable condition, within 45 days of RMA being issued.
- Custom made material will not be accepted for returns.

Changes/ Cancellations:

- Changes/ cancellations can be made up to the day of loading.
- Trucks canceled/ moved on day of loading will incur a truck not used fee (determined by carrier).

We thank you for your adherence to these policies and guidelines. Your cooperation is invaluable in maintaining seamless operations and ensuring customer satisfaction.