



EFFECTIVE January 1ST 2025

■ CERTAINTEED SERVICE ADVANTAGE POLICY
TECHNICAL INSULATION PRODUCTS

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CUSTOMER SERVICE CONTACTS

Customer Service Center – Insulation Group United States

20 Moores Rd
Malvern, PA 19355

Hours: M-F 7:30 a.m. – 8:00 p.m. (Eastern Time)

After Hours: “On call” customer account specialists are available to handle emergency situations. Dial the 800 number (below) and follow the prompts. A response will be provided within 30 minutes.

Technical Insulation:

Phone: (800) 441-6720

Fax: (866) 632-4329

U.S. Email Address: CustomerService-CTIG@saint-gobain.com

Customer Service Center – Insulation Group Canada

3985 Belgreen Drive
Ottawa, Ontario
K1G 3N2

Hours: M-F 7:30 a.m. – 6:00 p.m. (Eastern Time), no after-hours service

Technical Insulation:

Phone: (877) 634-7378

Fax: (613) 737-6563

Canadian Email Address: CustomerService-CTICanada@saint-gobain.com

CUSTOMER BILL OF RIGHTS

Open and Honest Communications:

First and foremost, we pledge open and honest communications with our customers. We want to share with you our goals, plans, strategies, standards and performance. Plus, we want you to share with us your goals and business plans so we can work together to accomplish our common goals and strengthen our relationships as true business partners.

Product Satisfaction Guarantee:

Consistent quality in the products we manufacture is a CertainTeed hallmark. Our commitment to quality and the environment has ensured the certification of the Athens, Chowchilla and Kansas City plants to ISO 9001 and ISO 14001 Quality and Environmental Management System standards. If you receive a product that is a standard stock item and you are not satisfied with the quality of the product, simply return that product. We will replace it without question. With our improved Complaint Handling System, most of these claims can be handled with a single phone call to Customer Service. It is also necessary that the product date code be supplied on all claims regarding product quality. During the call, your Sales Associate will discuss with you whether samples and/or photos will be needed for the claim. A product claim covering a single item on more than one truckload requires validation by the Territory Manager.

Delivery/Service Guarantee:

We understand that timing is critical and that it is important for your order to be delivered as confirmed. Therefore, we promise to deliver exactly what you ordered, at the agreed date and time. On partial truckload orders this only applies to the first stop. Partial truckloads are shipped when a suitable match is found to fill the truck.

Technical insulation orders are subject to the next production cycle. For deliveries with quantity/damage issues, the carrier Proof of Delivery (POD) must be filled out and signed at the time of delivery, indicating the problem. Please note that the POD must specify the exact time the truck arrived. Customer pick-ups will be included in this program and will be governed by the applicable policy for customer pick-ups for each shipping site.

Note: Claims for Product Satisfaction Guarantees can be made through Customer Service or your Territory Manager ONLY. Refunds will be in the form of a CertainTeed credit memo.

Dedicated Sales Team:

All of CertainTeed's Insulation Territory Managers sell only insulation, so their time is spent directly with those involved in the professional segment of the insulation business. Their focus and dedication are to help you sell to your customers. Our Sales team calls on contractors, builders, architects, engineers, code officials, utility personnel and any other influential contacts that can help grow your business.

Sales Force Competency:

We continuously upgrade the skill levels of our Territory Managers through a formalized training program. Territory Managers now have the ability to help you with your business planning and are equipped with the latest market research information and business planning tools. This gives our Territory Managers the capability to make necessary decisions and take advantage of all the sales support and Building Science tools we have available.

Customer Service:

Members of our Customer Service team are able to directly answer most of your technical questions, and can quickly track down answers to those they don't know. Our commitment is to get back to you promptly on any open issues.

Strategic Account Planning:

As your business partner, CertainTeed will provide the information, assistance and support you need to help you plan and grow your business. Our Territory Managers have been trained to help you develop a marketing plan that will help you to realize your goals. We will work together to make it happen.

ORDER POLICIES

Order Types:

- 1. Stock:** Products that are available in inventory at our service centers and can ship with normal lead times. Please refer to our catalog to determine which products are stocked by location, and contact your Territory Manager for pricing.
- 2. Made-To-Orders (MTOs):** Products with special manufacturing or cost requirements such as different R-Values, widths, lengths and/or facings not currently offered within the CertainTeed product family. These products will incur a minimum 10% upcharge over the standard cost item of the same likeness. The price, minimum order quantity and availability of these items is subject to review, so availability and cost will be determined at the time of order. Please contact your Territory Manager to complete a Needs Assessment. These products will be produced within two weeks of order (unless noted otherwise) and the customer is required to take up to 5% overages. All special-order materials need to be taken within one month of production. Made-To-Order lead times are subject to change for unusual product requests or market conditions. Before an MTO is produced, a signed and approved MTO agreement must be in place.
- 3. Customer Requested Product Transfer:** The transfer of a geographic-specific product from one region to another where the product is not readily available (for example, transfer of a product from Kansas City to Athens) requires \$500 freight charge for up to 1/4 TL of product. Larger volume, or long distance transfers will be quoted and invoiced at cost.

Order Placement:

- CertainTeed offers several ways in which to transmit your orders to our Customer Service department and to facilitate timely and efficient order processing. The available options include:
 - EDI (Electronic Data Interchange)
 - Fax
 - Email
 - Phone
- Orders must include the CertainTeed product code and may be calculated utilizing the truckload builder function within our product catalog. (Product catalogs can be requested from your Territory Manager or from the Customer Service Department.)
- Receipt of customer order will be automatically acknowledged. Confirmed ship and delivery dates will be sent a minimum of 24 hours prior to shipment.
- Advance ship notice (ASN): An electronic packing list will be sent at the time of shipment.
- Insulation is shipped in truckload quantities. Less than 25% truckloads require preapproval by the Sales Management Team and Logistics Group. Less than full truckload orders will require CertainTeed to find a match, and we recommend minimum half truckload orders for shorter lead times.
- Customer pick-ups are available and must adhere to the stated policies.

Order Changes:

Orders may be revised or cancelled by the customer prior to the following dates only, and only with CertainTeed's prior consent:

- **Stock Products:** 24 hours prior to loading at the place of shipment.
- **Made-To-Order Products:** Final at time of order. No cancellations are allowed post production.
- **Customer Requested Product Transfer:** Prior to product transfer. No cancellations are allowed post transfer.

Order Lead Times:

- **Full truckload orders placed for standard stock items will be shipped no less than 48 business hours from order receipt. CertainTeed will make every effort to adhere to customer requested delivery date.**
- An "order day" is cut off at 2:00 p.m. shipping plant local time.
- For same or next-day service, a rush order fee of \$600 will be applied to same-day shipments and \$300 for next-day shipments when carrier is obtained. Order cut-off time for these same and next-day shipments is 11:00 a.m. local time.
- Less than full truckload orders placed for standard stock items will be shipped when a suitable match is found to fill the truck. Customer has the option to pay freight differential to ship prior to securing a match.
- Made-to-order items are subject to a minimum order quantity, and timing will be determined based on product-specific information. Contact Customer Service for specific product, lead time and ordering information.

Backorders:

- All insulation trucks are shipped full with no backorders. In the event that we have a delay with a specific item(s), your Customer Account Specialist will contact you to review alternatives:
 - Replace the delayed items and ship the truck on time.
 - Hold the order until complete and ship the truck late at the new lead time.

FREIGHT AND SHIPPING POLICIES

Full Truckload Guidelines:

- Truckloads will be considered full when calculated to 95% of the vehicle capacity.
- Truckloads may be shipped exact when filled to a calculated 95%.
- Customers may request special loading patterns at time of order. A surcharge on space not used may be applied if the loading pattern results in reduced vehicle capacity.
- Truckloads over 95% must include a variable item that may be increased or decreased up to 10% of the vehicle capacity.
- Fuel surcharges are added to each order shipped by CertainTeed. The size of the surcharge is evaluated quarterly and based on market conditions. A detailed chart can be found in APPENDIX B.
- Effective January 1, 2019 transportation surcharges will be added to each order shipped by CertainTeed based on market conditions. A detailed chart can be found in APPENDIX C.

Multi-Stop Full Truckload Guidelines:

Orders will be shipped when a suitable match is found to fill the truck. Orders less than 25% require a longer lead time. Shipping restrictions to all customer locations, including job site deliveries, are as follows:

- Maximum of three (3) stops per truck.
- Multi-stop fees of \$250 per stop will be applied.
- Distance between the first and last delivery must be less than 150 miles .
- Delivery time applies to the first stop only. CertainTeed cannot provide delivery times on the additional stops.
- The customer(s) will be responsible for all additional charges on multi-stop loads such as driver layover if required.

Transportation Means/Equipment:

- While CertainTeed may pay carrier freight charges, all shipments of goods are F.O.B. CertainTeed's place of shipment unless specified otherwise. All CertainTeed prepaid freight is based on using a standard 53' closed van.
- CertainTeed reserves the right to select carriers and route shipments in the most effective and efficient manner, in order to ensure the highest quality of delivery.

Truck Shipments:

- Equipment may vary based upon availability.
- Choice of equipment may impact lead times.
- 56' twin truck requests outside California will incur an upcharge of \$350 per set .
- Flatbed requests will incur a charge of \$200.
- All other special equipment requests are subject to a charge equal to the incremental freight cost from our equivalent 53' closed van.
- Special equipment requests for any order, may extend lead time.
- All other irregular transportation activity that is a result of customer request or location, including but not limited to team service, diversion, driver layover, truck order not used, special tolls, impractical routing, refused shipment, ferry delays and bridge crossings, will be charged to the customer at actual cost.

Unloading:

- Customer is responsible for unloading all deliveries.

Detentions:

Driver detention - \$150/hour or part thereof in 30 minute increments.

- Two (2) hours unloading time allowed for a single-stop truckload.
- One (1) hour per stop for multi-stop loads.

The customer is responsible for paying all detention charges and any other special delivery charges. Detention is based on the requested delivery time set by the customer, or if no delivery time was booked, truck arrival time.

Customer Pick-Ups (CPUs):

CertainTeed Insulation will offer customers the opportunity to pick up orders and to drop trailers at its various shipping locations (including manufacturing plants, service centers and warehouses) throughout the United States and Canada.

- Standard order cut-offs for placing and changing orders apply to customer pick-ups .
- Customers must have obtained Sales Management's approval prior to the placement of their order. Customers will be provided with a copy of CertainTeed's CPU policy and must complete, sign and return the signature page.
- Technical customers must pick up a minimum of 25 pieces unless preapproved by the Sales Management team.
- Pick-up allowance is for full trucks only. All CPU allowances must be provided and approved prior to order placement. CPU Allowances will be refreshed by CT annually in January each year.
- Pick-up times are assigned at time of order entry.
- If customers cannot meet their scheduled pick-up time, they are required to contact Customer Service to reschedule to the next available time. Orders not picked up within 24 hours of the confirmed date and time will be rescheduled by Customer Service.
- It is the responsibility of each customer to bring the appropriate equipment to facilitate safe loading and transport of the product. (See Customer Pick-Up Policy for more details.)
- All drivers must adhere to the CertainTeed shipping location's specific policies, procedures and safety rules. Drivers are required to call the pick-up facility prior to arrival.
- Contact Customer Service or your Territory Manager for a copy of the Customer Pick-Up Policy.

Direct Shipments to Job Sites:

Direct Shipments to job sites are permitted under the following circumstances:

- Proper equipment must be present on the job site when the truck arrives to unload the truck in a timely manner. Detention charges apply as previously stated in Unloading and Detentions section. All job sites must have the ability to unload in 2 hours or less.
- New job sites or Ship-To's must be established prior to placing the order. Please contact your Territory Manager or Customer Account Specialist to ensure timely processing of your order.
- Deliveries must be verified and signed for by someone authorized by the customer.
- Driver reserves the right to refuse to unload if area is not safe. Additional charges may apply.
- CertainTeed reserves the right to refuse a job site delivery if it is deemed unsafe or does not have the ability to properly unload a 53' transport truck.
- Customer is responsible for any other additional charges that may arise due to a job site delivery.

Less Than Truckload Shipments (LTL):

CertainTeed Insulation will offer all customers the opportunity to be shipped a Less Than Truckload (LTL) shipment. Due to the potential of damage to the product, sending product via LTL is discouraged.

- All orders shipping via LTL will be sent out prepaid using CertainTeed's specified LTL carriers. The LTL freight costs will be added to the CertainTeed invoice.
- Customer Service will provide the customer with an LTL freight quote that will be provided by the traffic manager at the specified shipping location.
- Customer assumes all responsibility for any possible damage to the material during shipment.
- CertainTeed does not guarantee a delivery date or time for LTL shipments.

The details of this policy are subject to change. CertainTeed reserves the right to terminate or change the policy at any time.

STORAGE AND HANDLING GUIDELINES

Inventory Management and Storage:

CertainTeed recommends that customers manage their inventory on a First In – First Out basis (FIFO). This rotation schedule will ensure product quality when delivered to the job site.

Technical and MBI Fiberglass Insulation:

- All insulation should be stored in a cool, dry, well-ventilated area, under cover and out of direct sunlight.

EQUIPMENT

Equipment:

Offloading Method: Forklift, Clamp Truck or Hand Unload:

- Customer can specify truck loading pattern when order is placed.
- Hand unloading is not recommended.

STORAGE AND HANDLING GUIDELINES

Product Complaints, Shipping Discrepancies, Claims and Questions:

Customer Service Center – Insulation Group

United States

Hours: M-F 7:30 a.m. – 8:00 p.m. (Eastern Time) • **Technical Insulation:** (800) 441-6720

Canada

Hours: M-F 7:00 a.m. – 6:00 p.m. (Eastern Time) • **Phone:** (877) 634-7378

- All shipping and product discrepancies must be noted on the bill of lading at the time of delivery. It is the customer's responsibility to ensure that the following information is properly documented:
 1. The product code(s), the number of pieces involved and whether they were "Damaged," "Short" or "Over" for product discrepancies.
 2. The delivery date and time.
 3. A signature from both a customer representative and the driver.
 4. Date codes.
 5. Digital pictures and/or product samples of any damage or labeling issues may be requested in order to process your claim.

- At no charge, CertainTeed will replace all products that are missing or damaged due to CertainTeed or carrier error, as long as the information outlined above is forwarded to the Customer Service Department within three (3) months of delivery.
- Delivery issues should be submitted to Customer Service no later than three (3) days after receipt of product.
- Quality-related issues must be reported to Customer Service within one (1) year of delivery.
- Customer must produce all required documentation within thirty (30) days of initial report.

Pricing Discrepancies and Questions:

Pricing Administration

Email: IG PricingAdmin@saint-gobain .com Fax: (855) 331-1671

All pricing claims should be brought to the attention of your respective Pricing Administrator upon receipt of invoice. **PLEASE DO NOT DEDUCT.** The Pricing Administrator will correct the invoice(s) affected within 48 hours.

RETURN POLICIES

Returns:

- Returns are subject to Sales Management approval.
- Requests for returns and/or replacements should be coordinated with the CertainTeed Insulation Customer Service department.
- A copy of the Return Material Authorization (RMA) which is transmitted upon approval must accompany all returns. Unauthorized returns will be refused.
- Only full, unopened units of current production in saleable, like new, condition will be accepted as returns. Broken, damaged, obsolete, made to order (“specials”), or otherwise not saleable products will not be credited. Items not included on the RMA or quantities returned in excess of the return authorization will be returned to the customer at customer’s expense or disposed of at the customer’s option.
- For all return requests, an original CertainTeed order number or invoice number for each product must be provided.
- All returns, except those related to quality claims or CertainTeed shipping errors, are subject to a 15% restocking charge.
- All freight costs incurred in the return of goods to the designated CertainTeed location will be charged to the customer’s account.

WARRANTY

Warranty:

CertainTeed Insulation’s product warranties can be found on our website at www.certainteed.com/resource/insulation/warranties

CUSTOMER SERVICE CONTACTS

Customer Service Center – Insulation Group

United States

20 Moores Road, Malvern, PA 19355

Hours: M-F 7:30 a.m. – 8:00 p.m. (Eastern Time)

After Hours: “On call” Customer Account Specialists are available to handle emergency situations. Dial 800 number (below) and follow prompts. A response will be provided within 30 minutes.

Technical Insulation: (800) 441-6720

US Email Address: CustomerService-CTIG@saint-gobain.com

Canada

3985 Belgreen Drive, Ottawa, Ontario K1G 3N2

Hours: M-F 7:30 a.m. – 6:00 p.m. (Eastern Time), no after-hours service

Phone: (877) 634-7378

Fax: 613-737-6563

Canadian Email Address: CustomerService-CTICanada@saint-gobain.com

CertainTeed Machine Works

101 Hatfield Road, Winter Haven, FL 33880

Phone: (800) 237-7841

Email Address: CMW@saint-gobain.com

TERMS AND CONDITIONS OF SALE

CertainTeed's Terms and Conditions of Sale can be found at:
www.certainteed.com/legal-terms-of-use/

Appendix A: Summary of Additional Charges

CHARGE DESCRIPTION	FEE
Made-to-order items	Quoted upcharge (customer must accept up to 5% production overage)
Customer requested product transfer	\$500 per item up to 1/4 TL
Expedited shipping request – same-day shipping	\$600
Expedited shipping – next-day shipping	\$300
Multi-stop (partial truckloads)	\$250 per stop
Additional mileage or offline mileage request	\$3.50 per mile
Customer-requested flatbed	\$200 per truck
56' twin truck request (outside of California)	\$300 per shipment
Other special truck type	As quoted
Detention (more than 2 hour unloading time)	\$150 per hour and part thereof

All fees in Appendix are subject to change.

Appendix B: Fuel Surcharge Table

The applicable index will be the U.S. Department of Energy's weekly On-Highway Diesel Prices national average. The index is available by telephone at (202) 586-6966 or on the internet at www.eia.doe.gov. The surcharge will be adjusted quarterly based on the average monthly price the prior quarter.

The fuel surcharge amount will be based on all shipments as of the first day of the quarter and will be shown as a separate line item on each invoice.

FOR SHIPMENTS FROM ALL FACILITIES EXCEPT CHOWCHILLA, CALIFORNIA				
Average #2 Diesel Price for Prior Quarter	Flat Rate Fuel Surcharge Per Invoice			
Price per Gallon (\$USD)	Full TL	1/2 TL	1/3 TL	1/4 TL
below \$2.26	\$60	\$30	\$20	\$15
\$2.26 - \$2.75	\$80	\$40	\$27	\$20
\$2.76 - \$3.25	\$100	\$50	\$33	\$25
\$3.26 - \$3.75	\$120	\$60	\$40	\$30
\$3.76 - \$4.25	\$180	\$90	\$60	\$45
\$4.26 - \$4.75	\$240	\$120	\$80	\$60
\$4.76 - \$5.25	\$300	\$150	\$100	\$75
For every incremental increase of \$0.50 for fuel increase FSC charge by:	\$60	\$30	\$20	\$15

FOR SHIPMENTS FROM CHOWCHILLA, CALIFORNIA				
Average #2 Diesel Price for Prior Quarter	Flat Rate Fuel Surcharge Per Invoice			
Price per Gallon (\$USD)	Full TL	1/2 TL	1/3 TL	1/4 TL
below \$2.26	\$90	\$60	\$50	\$45
\$2.26 - \$2.75	\$110	\$70	\$57	\$50
\$2.76 - \$3.25	\$130	\$80	\$63	\$55
\$3.26 - \$3.75	\$150	\$90	\$70	\$60
\$3.76 - \$4.25	\$210	\$120	\$90	\$75
\$4.26 - \$4.75	\$270	\$150	\$110	\$90
\$4.76 - \$5.25	\$330	\$180	\$130	\$105
For every incremental increase of \$0.50 for fuel increase FSC charge by:	\$60	\$30	\$20	\$15

Appendix C: Transportation Surcharge Table

The Transportation Surcharge will be based on the Cass Truckload Linehaul Index™ and will be adjusted quarterly based on the average index in the previous quarter.

The Transportation Surcharge will appear as a separate line item on all shipments on or after January 1, 2019.

CASS TRUCKLOAD LINEHAUL INDEX	TRANSPORTATION SURCHARGE FEE PER INVOICE			
Index Quarterly Average	Full TL	1/2 TL	1/3 TL	1/4 TL
below 125	\$0	\$0	\$0	\$0
125 - 129.9	\$50	\$25	\$17	\$13
130 - 134.9	\$100	\$50	\$33	\$25
135 - 139.9	\$150	\$75	\$50	\$38
140 - 144.9	\$200	\$100	\$67	\$50
145 - 149.9	\$250	\$125	\$83	\$63
150 - 154.9	\$300	\$150	\$100	\$75
155 - 164.9	\$350	\$175	\$117	\$88
165 - 174.9	\$400	\$200	\$133	\$100

For every insulation challenge,
there's a Certainteed solution.



Mechanical



HVAC



OEM



Metal Building Insulation



Marine & Industrial



Equipment

learn more at
certainteed.com/technicalinsulation

