

## Johns Manville Service Guidelines – Roofing Systems

The Johns Manville service guidelines have been developed to ensure the Roofing Systems division can continue to provide industry leading service and meet customer commitments while managing escalating transportation costs.

### **ORDERING & SHIPMENT LEAD TIMES**

Johns Manville will make every effort to accommodate requested delivery dates, however, the delivery date may be affected by production schedules, inventory, transit times, holidays and method of shipment.

Johns Manville encourages early order placement to ensure product and transportation carrier availability.

- Expedited orders may be subject to any additional freight charges that Johns Manville incurs.
- Lead times are based on the following criteria:
  - The order is received by Johns Manville Customer Service and contains all information required for processing.
  - A full load for one customer is complete and the truck is released.
- Incomplete order information may cause a delay in shipment. The following information is requested at the time of PO placement:
  - Quote number or accurate pricing
  - Delivery address
  - Delivery contact name and phone number
  - Delivery schedule
- At this time, due to the high volume of orders, we are unable to provide material availability dates for general inquiries. Dates can only be provided once a purchase order is received.

### **Minimum Ordering Quantities**

- Johns Manville ships all products in full package or pallet quantities.

## **Customer Changes**

- Customer requested changes will be accepted until 1:00 p.m. EST / 11:00 a.m. MST two (2) days prior to shipment. Changes may affect the product availability and original delivery / pickup date. This includes, but is not limited to, products added or cancelled, changes to order quantities, modified shipping date and alternative ship-to location.

\*Order changes in this current environment will impact orders due to product availability and your delivery date is subject to change.

## **Order / Delivery Cancellations**

- Cancellations of orders already loaded, but still on Johns Manville property, shall incur a 20% restocking charge.
- Orders cancelled within 24 hours prior to shipment will incur a \$150 Truck Not Used Fee (TNUF).
- Cancelled orders "in transit" will incur the restocking fee plus all transportation related costs incurred.
- Made-to-order items cannot be cancelled once the order has been placed.
- All cancellations are subject to Johns Manville's sole discretion.

## **Made-To-Order (MTO) and Specialty (S)**

- Customer requested made-to-order (MTO) and specialty (S) products are subject to minimum run quantities. Johns Manville makes every effort to produce MTO and S items in the exact quantity ordered, however, variations in production can take place. Therefore, the customer may be responsible for taking (plus or minus) 10% of the original order quantity.
- Purchase order number and requested delivery date are required for all MTO and S items at the time of order placement. Hold for release is not accepted on MTO and S products.
- MTO and S products must be shipped within 30 days of production. After 30 days from the production date, the customer will be billed a service fee for the original quantity plus any excess quantity (as described above).
- S products are subject to a one-time \$500 set-up charge, minimum order quantity, special pricing, and extended lead times.

## **DELIVERY DETAILS & CUSTOMER PICK-UP**

### **Delivery Overview**

- Freight is prepaid and allowed on full truckload orders within the contiguous 48 states. Freight charges will be applied to any less-than-full truckload (LTL) order.

- If Johns Manville accommodates a customer request for a shipment that is less than a full truckload, unused freight charges will apply.
- The incremental freight difference will be charged for products shipping outside of a Johns Manville service area.
- Adhesives will only be shipped on common ground carriers.
- Scheduled delivery appointment times are required for all over-the-road full truckload orders. Intermodal appointment times are scheduled by the carrier after the trailer reaches the destination terminal.

### **Delivery Appointment Time / Back-Charges**

- Delivery appointment requests for afternoon, evenings and weekends will not be accepted after initial order placement.
- To ensure on-time delivery, Johns Manville recommends scheduling delivery of the material prior to the day of installation.
- Johns Manville will not accept back-charge requests. We will make every commercially reasonable effort to communicate changes to the delivery schedule.
- Delivery dates for LTL shipments cannot be guaranteed and we will not accept back charges.

### **Tarp Requirements**

- Johns Manville will determine when tarping is required for JM arranged transit. When tarping is requested outside of JM specifications, any incurred fees from the carrier will be passed along to the customer.

### **Full Truckload & Multi-Stop Shipments**

- Multi-stop shipments must be approved by JM. The distance between stops cannot exceed 100 miles. A charge of \$100 will be applied to all multi-stop orders.
  - For out-of-route deviations, additional charges will apply.

### **Detention**

- Carriers will provide two (2) hours of free time for unloading on single drop shipments and one (1) hour of free time for each drop on multi-drop shipments.
- Charges for detention beyond free time will be computed and charged as follows:
  - \$15.00 per one-quarter hour, or fraction thereof, subject to a maximum charge of \$400 per a 24-hour period.

### **Customer Pickup (CPU)**

- Johns Manville will accommodate customer pickup orders for loads greater than 15,000 lbs or ½ truck.

- Orders that are not picked-up as scheduled will be unconfirmed and the material will be made available for an alternative customer order.
- The customer or the carrier must contact the plant to arrange an appointment time for all inbound and outbound shipments a minimum of 24 hours before estimated arrival.
- To ensure the quality of the product and safety to both JM employees and the driver, drivers must follow all PPE requirements, plant safety rules and loading procedures. Furthermore, equipment must meet or exceed all Federal Motor Carrier Safety AFMCSA rules and regulations. JM reserves the right to inspect the truck to ensure safety standards are being met.
- All material shortages or damages must be marked on the Bill of Lading. Customers who arrange their own transportation assume responsibility for all damages and shortages once the goods leave the JM facility. Any claims made for damages or shortages during transit must be filed with the carrier.

**Transportation Fee**

<b>Transportation Surcharge Policy – effective September 5, 2022</b>	
<b>Transportation Surcharge</b>	
Flat Bed / Van Delivery	\$500

**Freight Detail**

Single Ply (TPO, EPDM and PVC) - Prepaid freight on truckload shipments of 35,000 lbs. or more.

Asphalt Products - Prepaid freight on truckload shipments of 46,000 lbs. LTL carrier shipments are not available.

Polyiso - Prepaid freight on truckload shipments of 24 bundles or more. For example, a truckload of 4x4 is 48.

Other JM Products - Prepaid freight on full truckload shipments, as determined by Johns Manville.

**Carrier Selection**

Johns Manville holds carriers accountable for meeting on-time service expectations, Federal Highway Safety Administration standards and Johns Manville insurance requirements. Requests for a specific carrier will be reviewed on a case-by-case basis. If approved, any increased cost associated with carrier selection will be billed to the customer.

**Customer Requested Mode Change**

The customer will be responsible for any increase in freight charges when the requested mode of transport is not the most economical mode available to Johns Manville.

## **Re-Consigned Shipments**

Every effort will be made to accommodate requests to change delivery locations. Any reconsignment charges will be invoiced to the requesting customer. If the shipment cannot be re-consigned, and the material is returned to a Johns Manville facility, freight, transportation and fuel charges plus a 20% restocking fee will be applied. No charge will apply to reconsignments due to an error by Johns Manville.

## **Trailer Optimization**

- Johns Manville will build all orders to maximize the trailer.
- With the exception of jobsite shipments, all orders require a minimum of one (1) up to a maximum of (2) two vary items.
- At order placement, customers will be asked to specify a vary item. If no vary item is given, the material that represents the largest percentage of the order will be used as a vary item.
- Orders will be sized by the Account Specialist in accordance with published load factors and the vehicle size standard to the servicing facility.
- Shipments can be varied up or down at Johns Manville's discretion.

## **Upon Receipt of Shipment**

Please note the following when receiving your shipment:

- Overage/Shortage:
  - Detail all discrepancies, including specific product and quantity, on the driver's Bill of Lading.
  - Notify Customer Service within 24 hours to expedite issuance of credit or debit memos.
- Incorrect Material:
  - Contact Customer Service to arrange disposition of incorrect product.
- Damaged Materials:
  - Detail the specific damaged material on the driver's Bill of Lading.
  - Notify Customer Service within 24 hours.
  - A photo of the damaged material will be required.

## **Irregular Transportation Activity**

All other irregular transportation activity that is a result of a customer request, including but not limited to: team service, expedited service, diversion, ferry use, bridge crossings, impractical routing, truck ordered not used, refused shipment and driver layover will be charged to the customer at the actual cost.

## **RETURN GOODS POLICY**

### **Standard Stock Items**

Returns requests for full, unopened units of standard stock within 14 days of shipment will be reviewed on a case by case basis. Johns Manville will not accept returns for cement, coating and adhesive materials. If return is approved and material is resalable credit will be issued only for material that is resalable. Johns Manville will deduct from any credit a 20% charge, or greater, for the actual charges incurred for handling, inspection and repackaging. Any freight charges will also be deducted from the credit. A charge will not be applied to returns that are a result of a Johns Manville error.

All returns are subject to Johns Manville's sole discretion.

### **Made-to-Order (MTO) and Specialty (S) Items**

Returns of MTO and S items are not accepted. If the product has already been produced, the customer will be billed for the original order quantity plus any excess quantity.