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## Customer Service Polices and Procedures

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### ORDER ACKNOWLEDGEMENT

A written acknowledgement is sent for every new order. Acknowledgements should be checked upon receipt. Please notify your Office Sales Representative of any discrepancies immediately.

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### CONFIRMING PURCHASE ORDERS

With a ship date of two weeks or less, please fax your confirming purchase order the same day. With a ship date of more than two weeks, mail your confirmation within three days after placement. Your Office Sales Representative will contact you if there are any discrepancies.

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### FREIGHT ESTIMATES/CHARGES

Any freight charges given prior to a shipment are only estimates from the carrier, and overages are not Kemlite Company's responsibility.

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### PACKING CHARGES

A charge may be added to your invoice if material is ordered in non-standard packaging sizes and/or quantities.

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### DAMAGED GOODS

- A. Damaged merchandise must be reported to Kemlite Company in writing within 30 days of receipt of goods. All damaged goods are subject to verification before final disposition.
  - B. Damage caused during transit should be reported, by the customer, to the carrier immediately upon receipt. Please check material closely, and sign the Delivery Receipt and Bill of Lading accordingly. Adjustments and/or credits for goods will be the responsibility of the carrier, and merchandise must be available for inspection at customer's facility.
  - C. Liability for damaged merchandise will be limited to the invoice price of goods sold.
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### SHORT SHIPMENTS

- A. Short shipments must be reported to Kemlite Company within 48 hours of receipt of order.
    - 1. Sign the carrier Delivery Receipt that shipment was short.
    - 2. Fax copy of signed Delivery Receipt and packing slip to Kemlite Company, Inc., Attention: Customer Service Department, 1-815-467-8668, specifying the discrepancy.
  - B. On collect shipments, it will be the customer's responsibility to file a claim with the carrier. Kemlite Company will not be responsible for filing on prepaid shipments.
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### REPLACEMENT ORDERS

If a replacement order is needed, you will be billed for the replacement material. Credit will be issued against the original invoice if Kemlite Company accepts liability.

## DEDUCTIONS

- A. Deductions are not allowed without prior approval
  - B. Information needed to process a claim;
    - 1. Customer purchase order number
    - 2. Kemlite Company order number
    - 3. Ship date or invoice date
    - 4. Material description
    - 5. Dimensions
    - 6. Quantity
    - 7. Explanation of problem
    - 8. Invoice number
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## RETURNED GOODS

- A. Merchandise to be returned to Kemlite Company must have a Returned Goods Authorization Number (RGA#), which will be good for 30 days from the time of issuance. Without this number, the shipment will be refused.
- B. Receiving an RGA# does not imply acceptance and/or payment of credit; it is only permission to return material to Kemlite Company for evaluation. Any credit will be based solely upon inspection.
- C. Contact Kemlite Company Customer Service for shipping arrangements.
- D. When a return is justified, no restocking fee will be assessed/imposed. All other returns are subject to a 20% restocking fee.
- E. Authorization numbers can be obtained from Kemlite Company's Customer Service Department, 1-800-435-0080 or 1-815-467-8600.
- F. Information needed to process RGA:
  - 1. Customer purchase order number
  - 2. Kemlite Company order number
  - 3. Ship date or invoice date
  - 4. Material description and skid number
  - 5. Dimensions
  - 6. Quantity
  - 7. Explanation of problem
  - 8. Invoice number
- G. Please have the above information available when requesting an RGA#, or, you may fax a copy of your Kemlite Company invoice to 1-815-467-8688, Attn: Customer Service Representative.

## Kemlite Company Sales Offices

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Joliet	Grand Junction	Florence
1-800-435-0080 ph	1-800-238-6874 ph	1-800-626-1220 ph
1-815-467-8600 ph	1-731-764-2153 ph	1-859-371-7720 ph
1-815-467-8666 fax	1-731-464-6316 fax	1-859-371-8466 fax
kemlitesales@kemlite.com	sequentia@kemlite.com	lascocomposites@kemlite.com

## Kemlite Company Customer Service

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Kemlite Company  
Attention: Customer Service Department  
P.O. Box 2429

Phone: 1-815-467-8600  
Fax: 1-815-467-8668