



EFFECTIVE January 1<sup>ST</sup> 2025

RESIDENTIAL AND COMMERCIAL BUILDING INSULATION PRODUCTS  
**SERVICE ADVANTAGE POLICY**

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# CUSTOMER BILL OF RIGHTS

## PERFORMANCE GUARANTEE PROGRAM GUIDE

### 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.

### 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.



Fiber glass insulation has proven its ability to make buildings more energy efficient, reduce utility costs and increase occupant comfort

# 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. Lead Time:** Products that are not available from stock will require a lead time. Contact Customer Service for availability and lead time information.
- 3. 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 and approval, so availability and cost will be determined at the time of order approval. Please contact your Territory Manager to complete a Needs Assessment. If the MTO is approved, order will be scheduled at the time of approval. Contact Customer Service for lead times. The customer is required to take up to 5% overages. All special order material 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. Please refer to the MTO agreement for additional guidelines and details.
- 4. 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 approval and a freight upcharge to be determined at time of order confirmation. A minimum amount of material will be required to transfer, to be determined prior to order confirmation.

## 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:
  - Electronic Data Interchange (EDI)
  - 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.
- Insulation is shipped in truckload quantities. Minimum ship quantity is 50% of a 53' truckload, unless preapproved by the Sales Management Team and Logistics Group..
- 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:

- **Standard Products & Customer Requested Product Transfer:** Any changes or cancellations must be approved and may result in additional lead time.
- **MTOs & Special Order Products:** Final at time of order.

### **Order Lead Times:**

- For full truckload orders of standard stock items, every effort will be made to ship within current lead times.
- For same or next-day service, a rush order fee will be applied and quoted in advance if a carrier is obtained. Order cut-off time for these same and next-day shipments is 11:00 a.m. local time. Expedited shipping requires prior approval.

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.

### **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%.
- 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, 2022, Transportation Surcharges will be added to each order shipped by CertainTeed based on market conditions. A detailed chart can be found in APPENDIX C.
- Additional freight may be charged for any requested loads shipped outside of normal CertainTeed shipping area.

### **Multi-Stop Full Truckload Guidelines:**

CertainTeed will accept partial truckload orders that are at least 50% of a 53' truck; smaller orders must be preapproved by the Sales Management Team and the Logistics Group. Orders will be shipped when a suitable match is found to fill the truck. Shipping restrictions to all customer locations, including job site deliveries, are as follows:

- Maximum of two (2) stops per truck. With prior approval of Sales Management, additional stops may be allowed. A freight fee of \$500 per stop will be applied, plus \$3.50 per mile in excess mileage (if applicable). The excess mileage charge will be split among all stops equally.
- 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.
- 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.

- Standard order cut-offs for placing and changing orders apply to customer pick-ups.
- Customer 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.
- Pick-up allowances will be based on truck size in relation to a 53' trailer. Pick-up allowances will not apply to Less Than Truckload order, or to pick-ups on trailers less than 40', or 75% of a 53' truckload equivalent.
- All CPU allowances must be provided and approved prior to order placement. CPU Allowances will be refreshed by CT annually in January each year.
- Orders must be for full truckload quantities, unless otherwise approved by CertainTeed Logistics/Plant Services.
- Customer pick-ups done at CT facilities that are first-come first-serve are not responsible for driver detention.

- If the customer 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 and CertainTeed reserve 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.

### **International Imports**

#### **Ocean Import Guidelines**

Containers shipped as 20ft, 40ft, and 40HC or LCL (less than a container load)

#### **Destination Port**

Additional fees in the range of \$700-\$1000 per day could occur due to (but not limited to) the following:

- Storage at yard
- Equipment Detention
- Chassis usage
- Demurrage
- Additional drayage

Other irregular activity that is a result of customer request or location including rerouting of containers, deadhead fees, storage at rail, and waiting time will be charged to customer at actual cost.

#### **Air Import Guidelines**

International air imports provide two service levels, air express or consolidation service. Shipping and handling of air cargo is palletized freight. Destination airport delays may be subject to additional fees including delivery delays, exam fees.

### **Less Than Truckload Shipments (LTL)**

CertainTeed Insulation will offer all customers the opportunity to ship via LTL shipment. Due to the potential of damage to the product, however, 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 which will be provided by the Traffic Department 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.

## Drop Trailers

CertainTeed will offer residential insulation customers the opportunity of having carriers drop, or spot, loaded trailers at customer receiving locations under the following conditions:

- Customer accepts responsibility for count and content of products in trailers. No shortage or damage claims will be considered unless carrier and CertainTeed are notified before delivering driver leaves customer's premises.
- Customer waives and releases CertainTeed and carrier from all claims, causes of action or rights in any way relating to or arising out of customer's use or possession of trailer. Customer agrees to indemnify, defend and hold harmless both CertainTeed and carrier from and against all claims, causes of action, losses, costs and expenses (including reasonable attorney's fees) in any way arising out of or incident to customer's use or possession of trailer, including without limitation those relating to bodily injury or death or property damage or loss.
- Customer will be liable for the security of, and will be responsible for any loss or damage to, trailer from the time trailer is dropped until the time trailer is picked up by carrier.
- Dropped trailers will be empty and available for carrier pick-up when subsequent deliveries are made. Customer will be responsible for any detention charges incurred by carrier if driver is delayed. Customer will also be responsible for any additional carrier charges if carrier is not able to finalize delivery and pick-up of empty trailers.
- Dropped trailers are to be utilized for storage of CertainTeed products only.
- **Drop trailers are not guaranteed. All requests are subject to carrier availability and willingness of a carrier to drop at the requested location.**
- Customers are responsible for all drop trailers fees which can be found in APPENDIX A.
- CertainTeed reserves the right to have the trailer removed if turning one (1) or less times per month.
- Before any trailer is dropped, a signed and approved CertainTeed Drop Trailer Agreement must be in place. Cost for drop trailers will be determined during the signing of this agreement. The customer is responsible for any detention charges for trailers that exceed the agreed time frame.
- Customers must complete, sign and return the Drop Trailer Policy before initial drop order is received in Customer Service. Please contact your Territory Manager or Customer Service to receive a copy of the form.

## Reconsignment

CertainTeed will review customer requested reconsignments prior to approval. All carrier and any other related charges for reconsignment will be invoiced to the customer that requested the reconsignment.

**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 you manage your inventory on a First In — First Out basis (FIFO). This rotation schedule will ensure product quality when delivered to the job site.

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



# WEIGHT CAPACITIES AND EQUIPMENT

## Weight Capacities

### Trucking:

- Maximum Product Weight is 40,000 lbs.

## Equipment

### Offloading Method: Forklift, Clamp Truck or Hand Unload

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

# CLAIMS AND ADJUSTMENTS

## 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)

**Phone:** (800) 441-9850

- 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.
- CertainTeed will replace all products that are missing or damaged due to CertainTeed or carrier error, at no charge. The information outlined above must be 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) business days after receipt of product.
- Quality related issues must be reported to Customer Service within one (1) year of delivery.
- Customer must provide all required documentation within 30 days of initial report.

## Pricing Discrepancies And Questions | Pricing Administration

**Hours:** M-F 8:00 a.m. – 4:30 p.m. (Eastern Time)

**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 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 product 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 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](http://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.

### Residential and Lumber:

**Phone:** (800) 441-9850

**Fax:** (800) 733-2381

**US Email Address:** [CustomerService-CTIG@saint-gobain.com](mailto:CustomerService-CTIG@saint-gobain.com)

## CertainTeed Machine Works

101 Hatfield Road Winter Haven, FL 33880 s

**Phone:** (800) 237-7841

**Email Address:** [CMW@saint-gobain.com](mailto: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/](http://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)	\$500 per stop
Additional mileage or offline mileage request	\$3.50 per mile
Special truck type	As quoted
Detention (more than 2 hour unloading time)	\$150 per hour and part thereof
Drop trailer with 3 or more turns per month	Cost to be quoted at time of drop trailer availability confirmation
Drop trailer with 2 or 3 turns per month	Cost to be quoted at time of drop trailer availability confirmation
Drop trailer with 1 or less turns per month (subject to removal)	Cost to be quoted at time of drop trailer availability confirmation

All fees in Appendix are based on contract renewal prices, but subject to change. Availability is subject to carrier acceptance of contract.

CertainTeed reserves the right to apply additional surcharges on an as needed basis as mandated by market and supply chain conditions.

CertainTeed Insulation recovers quickly — open a batt, roll, or board and the insulation returns to full shape faster. So it's easier to handle, to cut, and to place.



## 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](http://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
\$5.26 - \$5.75	\$360	\$180	\$120	\$90
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	\$45	\$30	\$23
\$2.26 - \$2.75	\$110	\$55	\$37	\$28
\$2.76 - \$3.25	\$130	\$65	\$43	\$33
\$3.26 - \$3.75	\$150	\$75	\$50	\$38
\$3.76 - \$4.25	\$210	\$105	\$70	\$53
\$4.26 - \$4.75	\$270	\$135	\$90	\$68
\$4.76 - \$5.25	\$330	\$165	\$110	\$83
\$5.26 - \$5.75	\$390	\$195	\$130	\$98
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, 2022.

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

CertainTeed offers the most complete line of insulation products that work together to ensure every building achieves Complete Comfort.





Create a more comfortable home.  
Visit [CertainTeed.com/Insulation](https://www.certainteed.com/Insulation) or call 800-233-8990.



learn more at  
[certainteed.com/insulation](https://www.certainteed.com/insulation)



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