



AOC

Order Policy

Effective
October 1, 2019



AOC is committed to manufacturing and delivering the products you need, when you need them. We are continuously working to manage complex manufacturing and transportation schedules. The following guidelines will help us work together to meet all customers' needs.

PLACING ORDERS

- AOC recommends placing orders at least three weeks prior to the date that the product is needed. Specialty products may have significantly longer lead times. Please consult with your Customer Service Representative regarding specific lead time information.
- Every reasonable effort will be made to accommodate a customer requested delivery date regardless of the lead time provided. However, order acceptance is always subject to the availability of manufacturing and transportation resources.
- An AOC Order Acknowledgment email will be sent to the customer confirming the agreed upon delivery date.
- Orders are accepted during normal business hours, Monday – Friday, 7:30 am – 4:30 pm (not including major holidays).

RUSH ORDERS

- New orders accepted four (4) or fewer days before the requested delivery date will be treated as an expedited order and will incur a rush order fee of 10% of invoice amount (\$500 minimum).

CHANGING EXISTING ORDERS

- All changes are subject to manufacturing and transportation's ability to meet the requested change. Order changes four (4) or fewer days from the previously confirmed or new delivery date will be considered a late change and the following charges will apply:

TYPE OF CHANGE	TIMING	FEE
Earlier Delivery Date	Request made four (4) or fewer days before the new delivery date	Change fee equal to 2% of the invoice amount (\$250 minimum)
Later Delivery Date	Request made four (4) or fewer days before the previously confirmed delivery date	Change fee equal to 2% of the invoice amount (\$250 minimum)
Order Cancellation	Request made four (4) or fewer days before the confirmed delivery date	Cancellation fee equal to 2% of the invoice amount (\$250 minimum)
Decrease in Quantity	Change made four (4) or fewer days before the confirmed delivery date	Change fee of \$500 (additional freight charges may apply)

- After an order ships, any cancellation or change that requires the shipment to return to an AOC manufacturing plant will be handled as a return and restocking charges may apply. See the guidelines in the Returning Product section of this document. Specialty Product orders may not be eligible for cancellation.
- Any delivery change request that postpones delivery of a loaded bulk tanker shipment may incur a batch re-processing fee in addition to any change fees described above.

DELIVERY & FREIGHT

- When AOC arranges transport of the product, CIP, Incoterms 2010 apply.
- Additional freight charges will apply for drum and bulk shipments if the quantity is less than a full truck or tanker.
- AOC recommends a two (2) hour delivery window. If a two (2) hour window is agreed upon, demurrage charges will not be applied until two (2) hours after the close of the agreed upon delivery window. For example, if the delivery window is 7:00 – 9:00 am, demurrage charges could not incur until after 11:00 am. Please discuss delivery window options with your Customer Service Representative.
- Without a delivery window, standard demurrage charges begin to accrue two (2) hours after the agreed upon delivery time.
- Standard demurrage charges accrue at a rate of \$225 per hour.
- AOC makes every effort to ship the exact amount of your order. Due to the nature of the manufacturing process, there may be variations in the amount shipped. For orders greater than 10,000 pounds, a shipped quantity within two percent (2%) of the ordered quantity is considered a complete and conforming shipment. For orders 10,000 pounds or less, a shipped quantity within ten percent (10%) of the ordered quantity is considered a complete and conforming shipment.

RETURNING PRODUCT

- All returns require prior authorization from AOC in the form of an RMA (Return Material Authorization).
- The customer is responsible for return freight charges back to AOC.
- Restocking fees for returned product are determined using the following table:

Resins	Gelcoats	Colorants & Additives
25% restock fee within 0-30 days of manufacture	50% restock fee within 0-30 days of manufacture	Typically NOT ELIGIBLE for return Please inquire with your Customer Service Representative
50% restock fee within 31-60 days of manufacture	75% restock fee within 31-45 days of manufacture	
75% restock fee within 61-90 days of manufacture	No credit available beyond 45 days of manufacture	
No credit available beyond 90 days of manufacture		

Note: AOC's general terms and conditions apply to all orders.