



# KNAUF INSULATION SERVICE GUIDELINES

Effective: March 2023 for Canada

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# WELCOME



Thank you for choosing Knauf Insulation. With over four decades of experience in the North American insulation market, we've learned a lot from our customers. Every day we work harder to understand what they want, what they could do without and what makes their job easier—not harder. This desire to listen and continually improve drives every aspect of our business. It's how we approach partnerships with our customers, the communities we call home and even product development.

What does this mean for you as a customer? We're driven to create products that enhance the spaces where people live, work and play. We're also driven to enhance your customer experience. That's why we go the extra mile to make sure the job's done right. It all starts with going above and beyond in our communications.

These guidelines and best practices are the first step in ensuring a lasting partnership. From the initial setup of your account through what to do when you receive your shipment, we've organized this partnership guide to make it easy for you to do business with Knauf Insulation. Please review carefully and refer to the guidelines as needed. They help ensure we deliver the highest quality product at the highest service levels possible. If you have any questions, please talk with your Knauf Insulation Territory Sales Manager.



# PARTNERING WITH YOU

## KNAUF INSULATION CONTACT INFORMATION

If you need to reach us, here is the best way for doing so.

### Customer Service

Monday through Friday

8 a.m. – 5 p.m. ET

**Phone:** 1-317-398-4434 ext.8488

### Late Truck Hotline

Monday through Friday

8 a.m. – 5 p.m. ET

**Phone:** 1-317-398-4434 ext.5771

(Please allow up to 30 minutes from the appointment time for delivery)

### Technical Services

Monday through Friday

8 a.m. – 5 p.m. ET

**Phone:** 1-317-421-8512

**Email:** [info.us@knaufinsulation.com](mailto:info.us@knaufinsulation.com)

**Website:** [www.knaufnorthamerica.com](http://www.knaufnorthamerica.com)

### Product Support

Contact your Territory Manager for product samples, training or with questions on your projects. Please visit

[www.knaufnorthamerica.com](http://www.knaufnorthamerica.com) to view the most current versions of Knauf literature.

### Territory Sales Manager (TSM)

Use the space provided below to note your Territory Sales Manager's contact information.

Manager name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

## NEW CUSTOMER SETUP

We want to start off our relationship with you right. Taking the time to make sure we get your customer details straight and in our systems is crucial. What does this mean for your first order?

- Knauf Insulation is committed to providing new customers with a positive onboarding experience. New accounts will be set up with a professional account team to help answer your questions and service your orders.
- A credit application and agreement to our [Standard Terms & Conditions](#) is required to set up a new customer. You may be asked to sign a new credit application and agreement from time to time in order to continue to place orders with us.
- After receiving your completed credit application, our credit team will process it within five business days.
- Once your application and pricing are approved, you will be in our system as a new customer and can place your first order.



# ORDERING

## HOW TO PLACE A PURCHASE ORDER

A fully completed purchase order (PO) is critical to making sure you get the correct products on time.

- For your convenience, purchase orders may be sent to your Customer Service Representative via email, EDI, phone, or fax.
- Emailed and EDI purchase orders offer the fastest processing.
- All purchase orders received after 1 p.m. ET will be considered next day's business.
- All purchase orders are subject to our [Standard Terms and Conditions](#) which can be found on our website and are incorporated by reference into every purchase order. To avoid ambiguity, do not attach, reference, or incorporate your general terms and conditions to any purchase order. Knauf Insulation expressly rejects any terms and conditions you may present in their entirety and Knauf's Standard Terms & Conditions will control all sales by Knauf Insulation. The Standard Terms & Conditions may only be amended, altered, or deviated from with written consent from two duly authorized officers of Knauf Insulation (one of which must be the Chief Financial Officer).

So that we can quickly process your order, make sure your PO includes:

- **Sold to** information (include **sold to** account number, if possible)
- **Ship to** information, including driving directions for new **ship to** addresses (include **ship to** account number, if possible)
- **PO number, Contact name and phone number**
- **Vary item** (the product code in your order as the quantity may need to be adjusted up or down to ensure a full truck)
- **Product type** (cartons, rolls, square feet [SF], linear feet [LF], packages or units) and quantities
- **Knauf Insulation product code or item reference number** (clearly identify your own unique product code, if applicable)
- **Requested delivery date** and requested delivery window

**Note:** Incomplete purchase orders may be delayed and sent back to you for completion. Submitting a detailed PO is the best way to ensure your order is processed without delay. Please be sure to review the order confirmation for accuracy.

## ORDER AND DELIVERY QUANTITIES

While our aim is to offer flexible service, we do have a few general ordering and logistical requirements.

- Knauf prepays the freight costs on all truckload shipments. Minimum order quantity is a full truckload.
- You can request a shipment for less than a full truckload order. If we can accommodate, an unused freight charge will be applied (based on transportation costs and percentage of unused truck).
- The minimum order quantity of any standard or non-standard product is one stack, pallet, or unit. Depending on product type, some exceptions may apply.
- To view minimum order quantities, please visit [www.knaufnorthamerica.com](http://www.knaufnorthamerica.com) to view the most recent Load Data guides.



## DELIVERY LEAD TIMES

Part of our job is ensuring yours goes smoothly. We pride ourselves on consistent lead times and product availability to make planning easier on your end.

- Knauf Insulation makes every effort to accommodate requested delivery dates. Please note that all shipping & delivery dates included in an order confirmation are estimates only.
- Order delivery dates may be impacted by production schedules, custom products, non-standard product, inventory, transit times and method of shipment.
- Your Customer Service Rep will confirm your lead time once an order has been placed and processed based on product availability.
- For OEM uncured products, lead time is a minimum of two weeks and order submission deadline is end of day every Tuesday.
- Made to Order (MTO) products will add a minimum of 14 days to the standard lead times.
- Extended lead times are possible in times of allocation and other business circumstances or events that are outside of Knauf's control.

## SCHEDULING DELIVERIES

You've placed your order. What's next? Schedule your delivery date and time.

- We will make every effort to accommodate requested delivery windows for full-truckload orders.
- We require scheduled delivery **two-hour windows** for all over-the-road, full-truckload orders.
- Once scheduled, please allow up to 30 minutes from the delivery window time for delivery.
- Delivery window times with our carriers can be made between the hours of 7 a.m. and 6 p.m. local delivery time Monday through Friday.
  - Delivery windows outside of this window may be scheduled based on our carrier's availability and may incur additional cost that will pass through to you.

## ORDER CHANGES

We understand that plans change. If you need to change an order, we're here to help.

- You may request changes to your order until 1 p.m. ET one business day prior to your scheduled shipment date. All changes are subject to our review and approval.
  - If **product** changes are made after 1 p.m. ET, a change fee of \$250 per sales order may apply.
  - If changes in **shipping date or ship-to location** is made after 1 p.m. ET, any additional carrier costs will be passed along plus a reconsignment fee of \$350 may apply.
  - Please note that changes requested on Fridays or the business day prior to a holiday may require additional processing time.
- Orders will be priced based on **Shipment Date** which may be different than the date you receive your order. Please refer to your order confirmation to verify the scheduled delivery date and window.
- Order changes could affect the original delivery/pickup date and/or product availability. This includes, but not limited to: products added or canceled, changes to order quantities and changes in shipping date or ship-to location.
- To request an order change, please contact your Customer Service Rep with your order information.



# SHIPPING

## TRAILER OPTIMIZATION AND TRANSPORTATION REQUESTS

We're committed to doing better for our customers—and our world. That means we aim to ship not only on schedule but also in the most fuel-efficient way possible.

What does this mean for you?

- Our goal is to maximize 100 percent of the trailer when loading orders.
- We may be able to accommodate custom transportation requests, but any unused freight, if less than 95 percent of the trailer is utilized, may incur additional costs to you.
  - We may be able to accommodate some custom requests including team service, expedited service, diversion, ferry use, bridge crossings, unique routing, refused shipment, mode change, driver layover and special or custom loading patterns.
- You should submit requests to customer service prior to shipping.
  - If approved, you will be billed at actual costs.
- You will be responsible for any charges related to a carrier returning to the destination to remove material not unloaded in its entirety.
- You shall be solely responsible for all special costs incurred by Knauf Insulation as a result of special actions or requests for transportation, which includes without limitation, expedited or premium shipping.

## FULL-TRUCKLOAD SPLIT SHIPMENT

As a convenience to you, we offer full-truckload split shipments with a few notable rules and exceptions.

- Full-truckload orders must be delivered to two stops as long as three criteria are met:
  - At least 25 percent of the truck is unloaded at the first stop.
  - Both stops are delivered on the same day.
  - Stops must be linear in nature from the plant.
- A \$150 stopover fee will be added to each delivery location for all split shipments.
- If the distance between stops exceeds:
  - 160.9 kilometers, you will be charged \$3.00 per additional kilometer.
  - 362.1 kilometers, you will be charged \$3.00 per additional kilometer **and** the Split Shipment Layover charge (see quick reference fee section for details)
- Split shipments for intermodal must be within 241.4 kilometers of each other.
- Two-hour delivery windows can be made for the first stop; however, we cannot guarantee an appointment for the second stop. The first stop will be responsible for additional charges incurred by detaining carriers, including detention and layover charges.
- We cannot accommodate split shipments in metro areas or other highly congested areas.

## FREIGHT AND FUEL FEES

As much as we'd love to keep things consistent, change is a given when it comes to freight cost.

- Knauf Insulation evaluates fees and charges quarterly by using the Cass Truckload Linehaul Index and Current No. 2 Diesel Retail Prices.
- Customers are provided with updated information every quarter on the Freight Index fees and will be notified prior to any changes to these fees.

## FREIGHT INDEX FEE

We use the industry standard (Cass Truckload Linehaul Index) when determining the freight index fee, which eliminates the guesswork. Please note:

- If the Cass Truckload Linehaul Index average exceeds 125 during the previous calendar quarter, a flat-rate freight index fee will be applied based on index shown at the right.
- You can find the most current Cass Truckload Linehaul Index at: [www.cassinfo.com/freight-audit-payment/cass-transportation-indexes](http://www.cassinfo.com/freight-audit-payment/cass-transportation-indexes).

CASS TRUCKLOAD LINEHAUL INDEX	FLAT-RATE FREIGHT INDEX FEE PER INVOICE		
	Index Quarterly Average	Full TL	Partial TL
Below 125		\$0	\$0
125 – 129.9		\$50	\$23
130 – 134.9		\$100	\$45
135 – 139.9		\$150	\$68
140 – 144.9		\$200	\$90
145 – 149.9		\$250	\$112
150 – 154.9		\$300	\$135
155 – 159.9		\$350	\$157
160 – 164.9		\$400	\$180
165 – 169.9		\$450	\$203
170 – 174.9		\$500	\$224
175 – 179.9		\$550	\$248
180 – 185		\$600	\$270





## RECEIVING YOUR SHIPMENT

Today's the day. When it's time to receive your order, please note:

- Reference your order confirmation for your delivery appointment time.
- Please allow up to 30 minutes from the appointment time for delivery.
- Be sure to retain a copy of the Proof of Delivery (POD) with the carrier signature.
- Please reference the "Filing a Claim" section on page 11 for any delivery discrepancies.
  - To process any inconsistencies with your order as efficiently as possible, we require a copy of the POD with the carrier signature and the appropriate notations as detailed in that section.

## UNLOADING

You've got places to be and things to do. So do our carriers. Please note:

- Our carriers will accommodate two hours for unloading each delivery beginning at the scheduled delivery appointment time.
  - After the two-hour allotted unloading time has expired, the customer will be billed \$125 per hour until unloading is complete.
  - An unsigned POD does not negate the validity of the charges incurred.
- **POD documentation:**
  - It is important that all driver-related issues that result in unloading delays are clearly noted on the POD.
  - You are also required to detail driver arrival and departure time on the POD.
  - Both the customer and the driver are required to sign the POD form, which must include signature, printed name, date, and time.
- To avoid passing on higher costs to you, **driver assistance with unloading is not available.**



# SPECIAL CIRCUMSTANCES

## LATE TRUCKS

Our carriers make every effort to be where they're supposed to be, when they're supposed to be. Sometimes forces outside of the driver's control—like traffic, weather, and road construction—can throw off even the best-laid plans.

- Please allow up to 30 minutes from your scheduled delivery window for delivery.
- If you experience a late truck, you can call our late truck hotline at 1-317-398-4434 ext.5771

## RETURNS / REFUSED ORDERS

In the event you need to return all or part of an order, please review the following before contacting your Customer Service Representative.

- Customer may request returns for standard products, which must be approved by Knauf in its absolute discretion.
- Returns can be accepted within 10 days of delivery, in full-unit quantities for resale in like-new condition.
- Custom (made to order) products cannot be returned.
- Customer-requested returns need pre-approval on products and require a return authorization number.
- Unauthorized returns will be denied, and you will be responsible for associated charges including but not limited to outbound freight charges, return freight charges, administration fees and detention fees.
- If an order is returned or refused when delivered, please notify your Customer Service Representative while the driver is still on-site.
- If an order is refused when delivered, a 20 percent restocking fee and all outbound and inbound transportation costs will be charged to the customer.
- Credit will be issued only on the product that is resalable.
- There is no charge for a return that is solely the result of a Knauf Insulation error.

## RECONSIGNED SHIPMENTS

Even with the best-laid plans, things can change. Whenever humanly possible, we'll work with you to make it less of a headache. Please note:

- Knauf Insulation will attempt customer-requested reconsignment / diversion when possible.
- Reconsignments are not available outside the contiguous 48 states or for drop trailers.
- Our carriers reserve the right to charge a reconsignment fee if the delivery location is changed after 1:00 p.m. ET the day before the scheduled shipment date.
- The charges for reconsignment will be passed along to the customer at cost + \$350 reconsignment fee.
- There is no charge for a reconsignment that is solely the result of a Knauf Insulation error.

## LOT CERTIFICATION TESTING

- Certain products must be tested for nuclear or and /or stress corrosion purposes, Testing must be requested, lead time will increase and will be subject to additional charges. Knauf Insulation can administer these tests, please contact your Customer Service Representative for additional details.

## FILING A CLAIM

We're only human. While your order has been checked carefully, mistakes sometimes happen. In the event of a mistake, we want to make it right, fast.

To process any inconsistencies with your order as efficiently as possible, we require a copy of the proof of delivery (POD) with the carrier signature and the following notations.

- Overage/Shortage
  - Detail all discrepancies (quantify the product code or item reference number)
- Damaged Materials
  - Detail the specific damaged material along with digital photos of the damaged product is required
- Quality Issues
  - Clear digital photo(s) of the date/time stamp, manufacturing label / sticker
  - Quantity involved along with the product material code/description
  - Date of production (digital photo of the product label showing this, if possible)
  - Detailed description of the quality issue
  - Digital photo(s) showing the quality issue defect/damage with the product is required
  - Retain the material until Knauf Insulation provides further instructions
  - Original PO number or Knauf Insulation order/invoice number, if available

If you do not have a copy of the POD with the carrier signature, please be sure to gather the following key pieces of information prior to claim submission.

- Order #, Invoice # or PO # – One of these three are required.
- Knauf Insulation Product code(s) or Knauf Insulation Item Reference Number affected
- Description of Problem
- Desired Resolution

Once you have the information gathered and noted on the POD, please contact us to complete processing and any necessary investigation.

- Overage, Shortage and/or Damaged Materials
  - Please notify your Customer Service Representative within three business days to expedite resolution. As always, the sooner the better.
  - Be sure to talk with your Customer Service Representative to arrange disposition of the product.
  - You have 90 days from date of delivery to submit claims.
  - You have 30 days after you submit a claim to provide all required information.
- Quality Issues
  - Please contact your Territory Sales Manager immediately upon finding products with quality issues to provide them with the necessary information to submit a claim.
  - Be sure to talk with your Customer Service Representative to arrange disposition of the product.
  - You have one year from the manufacturing date on the product package to submit quality claims.
  - You have 30 days after you submit a claim to provide all required information.
- Pricing Issues – Any discrepancies must be reported within 14 days of receiving the invoice.

## ORDER CANCELLATIONS

If you need to cancel an order, please let us know ASAP. It saves you money and saves us time.

- You may request a cancellation to your order, without charge, until 1 p.m. ET one business day prior to your scheduled shipment date.
- Made to order (MTO) products cannot be canceled under any circumstances after the MTO purchase order has been accepted by Knauf.
- Cancellations of orders already loaded but still on Knauf Insulation property will incur a \$350 fee plus a 20% restocking fee as well as cancellation charges from the carrier (truck order not used).
- Cancelled orders in-transit will incur the 20 percent restocking fee in addition to transportation costs incurred.

## MADE TO ORDER PRODUCTS (MTO)

MTO products are any items that are custom manufactured to your specification, which could include different lengths, widths, facing, R-value, or other specifications.

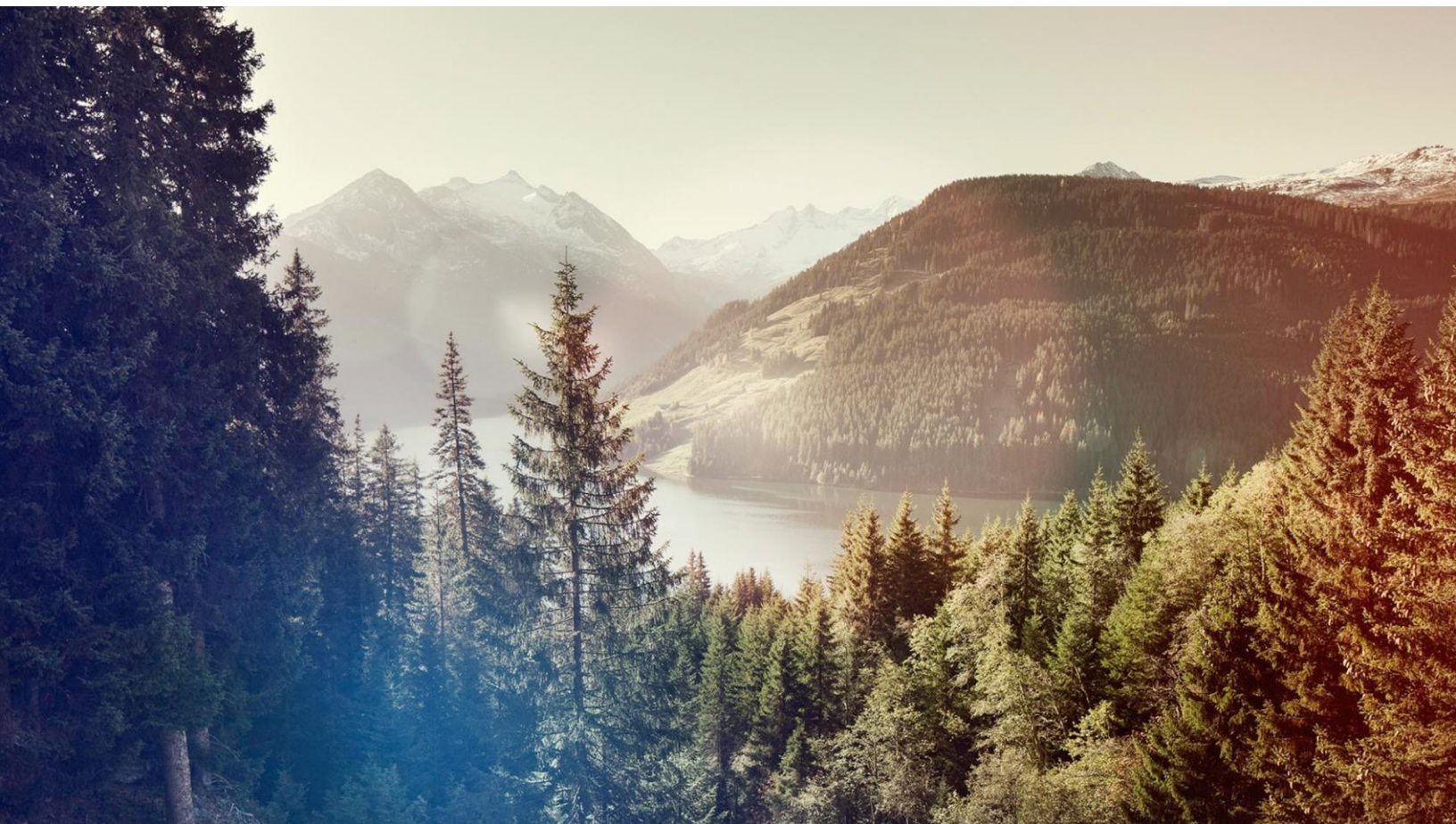
- Your customer service representative (CSR) will specifically designate your order as MTO if applicable. All MTO products are subject to the following additional terms and conditions.
  - Delivery of all MTO products need to be taken within 30 calendar days from the original confirmed delivery date of the MTO products.
  - Delivery of MTO Acoustical Smooth Board (ASB) must be taken within 45 days from the original confirmed delivery date of the ASB product.
  - If delivery of the MTO product is not taken within such 30-day period (or 45 days for ASB), an inventory holdover fee of 10% of the amount of the MTO purchase order will be incurred. An invoice will be issued for the additional 10% inventory holdover fee on day 31 (or day 46 for ASB).
  - If delivery of the MTO product is not taken within 60 days from the original confirmed delivery date, an invoice will be issued for the full price of the remaining inventory plus an additional disposal fee of 5% of the amount of the MTO purchase order on day 61 and Knauf shall promptly dispose of the MTO product without further notice.
  - Due to the nature of uncured products regarding shelf life, if this product is not taken within 30 days from the original confirmed delivery date, an invoice will be issued on day 31 for the full price of the remaining inventory plus an additional disposal fee of 5% of the amount of the MTO purchase order and Knauf shall promptly dispose of the MTO product without further notice.



# QUICK REFERENCE FEE GUIDE

FEE NAME	DESCRIPTION	FEE CHARGE	PAGE
Order Changes	Changes are subject to a change fee of \$250 per sales order if made after 1 p.m. ET the day before the scheduled ship date (Monday through Friday).	\$250	6
Custom Transportation Request	Custom transportation requests such as team service, expedited service, ferry crossing, unique routing, mode change, etc.	Actual costs billed by carrier	7
Split Shipment Stopover	Stopover fee for all split shipments with a maximum of two stops. Delivery locations must be linear in nature.	\$150 per stop	7
Split Shipment Kilometers	If the distance between stops on a two-stop delivery exceeds 160.9 kilometers, additional kilometers will be charged.	\$3.00 per additional kilometer	7
Layover	If the driver must wait until the next day to deliver due to consignee not able to unload or if the distance between stops of a split shipment exceeds 362.1 kilometers, a layover charge will be applied along with kilometer charges.	\$750	7
Unused Freight	Additional freight costs for orders less than 95% of trailer.	Prorated based on actual costs of transportation and percent of truck utilization	7
Freight Index Fee	Freight fee to offset fluctuating transportation costs as outlined in the Cass TL Index.	Please see reference table	8
Detention	Exceeding two (2) hours of allotted unloading time.	\$150 per hour after first two (2) allotted hours; Maximum charge \$750 for five (5) hours detention	9
Metro Fees	Deliveries to highly congested zip codes between 100–104 and 110–119 (three-digit zip codes).	\$500	9
Reconsignment	Delivery location of shipment change made after 1 p.m. ET the day before the scheduled ship date (Monday through Friday).	Actual costs from carrier	10
Return/Refused Order	Returns/refusals that are not Knauf Insulation's error, the return/refusal must be approved and routed by Knauf Insulation.	20% restocking fee; return freight charges and percentage of outbound freight charges	10
Canceled Order	For canceled orders that have been loaded.	\$350 plus 20% restocking fee of order value/price	12
Load Straps	Load straps requested by the customer.	\$75	NA
TONU	Truck order not used (TONU) is when an order is canceled within 24 hours of being shipped but not yet loaded.	\$350	NA
MTO – Inventory Hold Over Fee	MTO products remaining in Knauf warehouse 31-60 days past the original confirmed delivery date (ASB 46-60 days)	10% of purchase order	12
MTO – Disposal Fee	MTO products remaining in Knauf warehouse 61 days past original confirmed delivery date (31 days for uncured)	5% of purchase order plus invoice cost of remaining inventory	12





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This product is covered by one or more U.S. and/or other patents.  
See patent at [www.knaufnorthamerica.com/en-us/patents](http://www.knaufnorthamerica.com/en-us/patents).