



**KNAUF**

# ***SERVICE GUIDELINES***

**Knauf Insulation North America**

***January 2025***

**For Canada**

# 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

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# PARTNERING WITH YOU

## CONTACT INFORMATION

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

### Customer Service Team

Monday - Friday | 8 a.m. - 5 p.m. EST  
Phone: 317-398-4434 ext. 8488

### Technical Services

Monday - Friday | 8 a.m. - 5 p.m. EST  
Phone: 317-421-8512  
Email: [info.us@knaufinsulation.com](mailto:info.us@knaufinsulation.com)  
Website: [www.knaufnorthamerica.com](http://www.knaufnorthamerica.com)

### Late Truck Inquiries

Monday - Friday | 8 a.m. - 5 p.m. EST  
Phone: 317-398-4434 ext. 5771

*Please allow up to 30 minutes past the 2-hr appointment delivery window.*

### Product Support

Contact your local Territory Sales Manager for

- Product Samples
- Training Requests
- General Questions

For up-to-date literature, please visit our website:  
[www.knaufnorthamerica.com](http://www.knaufnorthamerica.com)

**Use the space provided below to note your specific contacts**

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Territory Sales Manager

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Phone

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Email

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Customer Service Rep:

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Phone:

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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 be set up as a new customer. If requesting sales tax exemption status, a Sales Tax Exemption Certificate is required with the credit application. Customers 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 is approved and pricing has been established, you will be in our system as a new customer and can place your first order.
- Customers are expected to maintain appropriate internal compliance policies and procedures to ensure compliance with U.S. Trade Control Laws.
- Compliance with U.S. sanctions and export control regulations is critical to Knauf's business and a legal requirement of purchasers of Knauf products. Violations of these regulations can result in direct action from the U.S. government against involved parties. It is important that our customers are complying with applicable law in the handling of Knauf products. All customers must sign a Certificate of Compliance on an annual basis and are expected to maintain up to date and accurate forwarding agent information.

# 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. EST will be considered next day's business.
- All purchase orders are subject to our Standard Terms & 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 Purchase Order (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, email address 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 of time.**
- **Special pricing** information should be included (job name or pricing number).
- **Special accommodations** should be noted (drop trailer, etc.).

*\*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. Each truckload will need a different PO number*

## 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 (MOQ) of any standard or non-standard product is one stack, pallet or unit. Depending on the product type, some exceptions may apply. To view minimum order quantities, please visit our website 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 and delivery dates included in an order confirmation are estimates only. All orders require a scheduled delivery date and window.
- Order delivery dates may be impacted by production schedules, custom products, non-standard products, inventory, transit times and methods of shipment.
- Your Customer Service Representative will confirm lead time once an order has been placed and processed based on product availability.
- **Made to Order (MTO) Pipe** products will add a minimum of 30 days to the standard lead times.
- **Made to Order (MTO) Residential** products will add a minimum of 30 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 window.

- We will make every effort to accommodate requested delivery windows for full-truckload orders.
- We require a scheduled **delivery window of two-hours** for all over-the-road, full-truckload orders.
- Once scheduled, please allow up to **30 minutes** from the **end of 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 time Monday - Friday.

*\*Note: Delivery windows requested outside of these times may be scheduled based on our carrier's availability. Additional charges may apply*

## 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. EST, one business day prior to your scheduled shipment date**. All changes are subject to our review and approval.
  - **Product Changes:** made after 1 p.m. EST, a change fee of \$250 per sales order will be applied.
  - **Shipping Date or Ship-to Location Changes:** made after 1 p.m. EST, any additional carrier costs will be passed along and a reconsignment fee of \$350 will be applied.

*\*Note: 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 delivery window.
- Order changes could affect the original delivery, pick up date and/or product availability. This includes, but not limited to, products added or cancelled, changes to the order quantities and changes in shipping date or ship-to location.
- To request an order change, please contact your Customer Service Representative and have your order information available.
- Made to Order (MTO) products may not be cancelled or changed at any time after such order has been accepted.

# 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.

- Our goal is to maximize 100 percent of the trailer when loading orders.
- We may be able to accommodate some custom transportation requests, but any unused freight, if less than 95 percent of the trailer is utilized, may incur additional costs to you.
- All requests should be submitted to your Customer Service Representative prior to shipping for approval, additional fees may apply.
- You will be responsible for any charges related to a carrier returning to the destination to remove material not unloaded in its entirety.

*For example, a custom request may include team service, expedited service, diversion, ferry use, bridge crossings, unique routing, refused shipment, mode change, driver layover and special or customer loading patterns.*

- You shall be solely responsible for all special costs incurred by Knauf Insulation because of special actions or requests for transportation, which includes without limitation, expedited or premium shipping.

## FULL TRUCKLOAD SPLIT SHIPMENTS

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

- Full truckload orders can be delivered to two stops as long as three criteria are met:
  - At least 25 percent of the truck is unloaded at each stop.
  - Both stops must be delivered on the same day.
  - Stops must be linear in nature from the plant.
- A \$150 stopover fee will be applied 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 window times 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 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:

- Fees are applied based on the order ship date which may differ from the date on invoice.
- 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 the index shown in the adjacent chart.
- 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 Quaterly Average	Full 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

# DELIVERY

## 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 information.
- Please allow up to 30 minutes from the two-hour delivery appointment window 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 for any delivery discrepancies.

*\*Note: 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 actual delivery arrival time.
  - After the two-hour allotted unloading time has expired, the customer will be billed for detention at \$150 per hour until unloading is complete. Maximum charge of \$750 for five hours detention.
  - 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 times 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 the two-hour delivery appointment window for delivery.
- If you experience a late truck, you can call our late truck hotline at 317-398-4434 ext. 5771.

## RETURNS OR 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.

- Customers 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, 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.
- If an order is refused when delivered, please notify your Customer Service Representative while the driver is still on-site.
- There is no charge for a return that is solely the result of a Knauf Insulation error.

## RECONSIGNMENT OF SHIPMENT

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

- Knauf Insulation will attempt customer-requested reconsignment / diversion requests 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 p.m. EST the day prior to the scheduled shipment date.
- The charges for reconsignment will be passed along to the customer at cost, plus a \$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 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.

## SPECIAL CIRCUMSTANCES

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

- Order number, Invoice number or Purchase Order number - one of these three are required.
- Knauf Insulation product code(s) or Knauf Insulation item reference number(s) affected.
- Description of problem.
- Desired resolution.

Once you have the information gathered and noted on the POD, please contact us to complete the 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 the date of delivery to submit a claim.
- You have 30 days after you submit the claim to provide all required information

- **Quality Issues**

- Please contact your Territory Sales Manager immediately upon finding product(s) 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 a quality claim.
- You have 30 days after you submit the 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. EST one business day prior to your scheduled shipment date.
- Made to Order (MTO) products **cannot** be canceled under any circumstances after such 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% restocking fee in addition to transportation costs incurred.
- Cancellation of order within 24 hours of being shipped but not yet loaded will incur a \$350 fee for TONU

## 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 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 must be taken within 30 calendar days** from the original confirmed delivery date.
  - Delivery of **MTO Acoustical Smooth Board (ASB)** must be taken within 45 calendar days from the original confirmed delivery date.
  - If delivery of **the MTO product is not taken within the required 30-day period (or 45-day for ASB)**, an inventory holdover fee of 10% of the full amount of the MTO purchase order will be charged. An invoice will be automatically issued for the 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 automatically issued for the full price of the remaining inventory with an additional disposal fee of 5% on day 61. 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 **automatically 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. Knauf shall promptly dispose of the MTO product without further notice.

## SPECIAL CIRCUMSTANCES

# QUICK REFERENCE FEE GUIDE

FEE NAME	DESCRIPTION	CHARGE	REF. PAGE
Order Changes	Changes are subject to a change fee per sales order if made after 1 p.m. EST the day prior to the scheduled ship date (Mon - Fri)	\$250	5
Custom Transportation Request	Requests including but not limited to; team service, expedited service, ferry crossing, unique routing, mode change, etc.	Actual costs billed by carrier	6
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	6
Split Shipment Miles	If distance between stops on a two-stop delivery exceeds 100 miles, additional miles will be charged at the following rate.	\$3.00 per additional mile	6
Split Shipment 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 225 miles, a layover charge will be applied along with the split shipment miles fee.	\$750	6
Unused Freight	Additional freight costs for orders less than 95% of trailer.	Prorated based on actual costs of transportation and percentage of truck utilization	6
Freight Index Fee	Freight fee to offset fluctuating transportation costs as outlined in the Cass TL Index	See reference table	7
Detention	Exceeding two-hours of allotted unloading time.	\$150 per hour after the allotted 2-hours; Maximum charge \$750 for five hours detention.	8
Reconsignment	Delivery location of shipment change made after 1 p.m. EST the day prior to the scheduled ship date (Mon-Fri)	Actual costs billed by carrier, plus \$350	9
Return/Refused Order	Returns/Refusals that are not Knauf Insulation's error, must be approved and routed by Knauf Insulation.	20% restocking fee; return freight charges and percentage of outbound freight charges	9
Cancelled Order	For cancelled orders that have been loaded.	\$350 plus 20% restocking fee of order value/price.	11
Load Straps	Load straps requested by the customer	\$75	NA
TONU	Truck order not used (TONU) is when an order is cancelled within 24 hours of being shipped but not yet loaded.	\$350	11
MTO - Inventory Holdover Fee	MTO products remaining in Knauf warehouse 31-60 days past the original confirmed delivery date (ABS 46-60 days)	10% of purchase order	11
MTO - Disposal Fee	MTO products remaining in Knauf warehouse 61 days past the original confirmed delivery date (31 days for uncured)	5% of purchase order plus invoice cost of remaining inventory	11

## QUICK REFERENCE FEE GUIDE



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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).*

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