



Composites

policy  
7526R

# SERVICE GUIDELINES

**EFFECTIVE FOR ORDERS  
PLACED ON OR AFTER 1/4/2021**

REFER TO YOUR PRICE PAGE FOR ADDITIONAL DETAILS OR GUIDELINES ON MINIMUM ORDER QUANTITIES

<b>ORDER ACCEPTANCE &amp; PRICING</b>	<b>ACKNOWLEDGEMENTS</b> Will be sent within eight (8) business hours of receipt of order. Any credit issues, pricing verification or discrepancies will lengthen acknowledgement time.	
	<b>ORDERS (PREFERRED ORDER METHOD: EMAIL, FAX OR EDI)</b> Orders may not be acknowledged or shipped without a written purchase order.	
	<b>STANDARD PAYMENT TERMS</b> Our Net 30 days from invoice date to those accounts with approved credit.	
	<b>ORDERS WITH MULTIPLE SHIP DATES</b> Pricing will be based on single shipment from one location. Orders with multiple ship dates will be priced separately.	
	<b>SAME DAY OR NEXT DAY ORDER REQUESTS</b> <b>Standard lead times are indicated on the price pages.</b> You may request your order to ship same day or next business day for an additional charge of \$100.00. Orders for same day shipments that include Class C white embossed or smooth panels must be ordered in full pallets of (50) pieces.  While we do our best to honor all requests, there may be times we are unable to ship the order same day/ next day.  Same day orders must be received by 10:00 am CST Next day orders must be received by 3:00 pm CST	<b>\$100.00</b> PER REQUEST
	<b>ORDER MINIMUMS</b> The minimum order requirement for prepaid freight is \$3,000. Panel orders that are less than \$3,000 will be charged a small order fee of \$250.00.  Accessory, adhesive, or molding only orders placed without panels will ship prepay and add or collect with freight added to the order.	<b>\$250.00</b> PER REQUEST
<b>CHANGING ORDERS AFTER PLACEMENT</b> For any stocked panel orders placed with Crane Composites, changes can be made up to 2 days prior to shipment.		
<b>NON-STANDARD PRODUCTS</b>	<b>NON-STANDARD PRODUCTS OR CUSTOM COLORS</b> Require 12,000 sq.ft. to manufacture. Orders may be batched with other orders to obtain the minimum manufacturing requirement but lead time may be extended. Most price pages indicate the required minimum quantity and if less than 12,000 sq.ft. can be accepted. A \$375.00 charge for custom color matches is required upon submittal of color samples.	
	<b>CUSTOM COLORS</b>	
	<b>OVER RUNS</b> Special Order Over-runs or Under-runs will be added to the order. A minimum and maximum quantity should be specified at time of order placement to help minimize over-runs and under-runs.	
<b>SPECIAL ORDERS</b>	<b>CANCELLATIONS AND RETURNS</b> Special Orders are non-cancelable once the product has been produced or if special raw materials have been purchased. Customer will be billed per confirmed acknowledgement. Special Orders may not be returned for credit.	
<b>SPECIAL SIZES</b>		
<b>PACKAGING</b>	<b>WALL PANELS</b> Our standard packaging is 50 panels of like product (same part #) per pallet.  A broken pallet is a quantity less than the standard packaging quantity.  Orders for less than 50 panels will incur a \$60 pallet fee.  White Class C embossed panels are only available in full skid quantities of 50 or 100 pieces.	<b>CEILING PANELS</b> Our standard packaging is 250 panels of like product (same part #) per pallet.  A broken pallet is a quantity less than the standard packaging quantity.  Orders for less than 250 panels will incur a \$60 pallet fee.

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<b>NON-STANDARD PRODUCTS</b>  <b>CUSTOM COLORS</b>  <b>SPECIAL ORDERS</b>	<b>SPECIAL ORDER LENGTHS</b> Standard products can be manufactured in panel lengths up to 12' and in coils up to 500'. Corrugated panels can be manufactured in lengths up to 20'. A Minimum of a 12,000 sf manufacturing run and extended lead time may apply. A minimum of 20 pieces per length is required.	Over 12' up to 15' <b>\$100.00</b>  15' up to 18' <b>\$125.00</b>  18' up to 21' <b>\$135.00</b>  21' up to 24' <b>\$140.00</b>
	<b>CUTTING CHARGES</b> Material may be cut down from inventory to lengths shorter than standard, at customer's request. Customer will be charged a cutting fee and for the original panel size.	FULL PANEL PRICE PLUS <b>\$1.00 PER CUT</b>
<b>FREIGHT TERMS AND CONDITIONS</b>	<b>FREIGHT FUEL SURCHARGE</b> A freight fuel surcharge will be applied to all prepaid freight shipments when diesel fuel exceeds normal rates. See Document #7489R for specific charges.	
	<b>FOB POINT</b> The Standard F.O.B. Point is "Shipping Point" for all shipments.	
	<b>FREIGHT TERMS</b> Standard shipment terms are Freight Collect or Prepay and Add, unless otherwise noted on customer pricing documentation.	
	<b>ACCESSORY ONLY ORDERS</b> Will ship Freight Collect or Prepay & Add at best price. Moldings, adhesive, rollers, caulk/sealant, and trowels are considered accessory items. Refer to your price page for additional details.	
	<b>APPROVED PREPAID FULL TRUCKLOAD SHIPMENTS</b> Will ship in an enclosed van or trailer only. A full truckload is approximately 50,000 sq. ft., but will vary by material. Square footage over this amount may begin a new shipment and will be priced separately.	
	<b>FLATBED REQUESTED SHIPMENTS</b> Will ship Freight Collect or Prepay & Add. A flatbed is full at approximately 55,000-60,000 sq.ft., but will vary by material.	
	<b>MULTI-FREIGHT STOPS OR DROP OFFS</b> More than one delivery stop on any shipment. Maximum of 2 direct additional in-route stops. The multi-stop fee applies if you are combining multiple orders with different ship to locations onto one truck to achieve truckload quantity.	<b>\$200.00 PER REQUEST</b>
<b>DROP SHIP ORDERS</b> Drop ship orders will be accepted, however, there will be a \$200.00 fee added to these orders. A drop shipment is any shipment that is delivered to a location other than your warehouse.		
<b>CARRIER NON-STANDARD CHARGES</b> Any additional fees (excluding freight fuel surcharges) from carrier will be passed onto the customer, which will be determined at time of shipment. (Out of Route, Detention or Re-Delivery Fees)		
<b>RETURNS</b>	Crane Composites is unable to accept returned panel and accessory products. Fiberglass panels have a slight color variation from run to run. Due to this variation we are unable to mix order inventory with new inventory which is why we are unable to accept returns.	

A global leading provider of resilient wall and ceiling coverings. Kemlite® was established in 1954 and the company changed names to Crane Composites in 2007. Crane Composites is headquartered in Channahon, IL and all our products are manufactured in the United States. We work with hundreds of distributors, ensuring our products are easily accessible and readily available to our customers.

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