



SERVICE GUIDELINES AND TERMS AND CONDITIONS

Limited Warranty: If, during a stated Warranty Period, material is determined by sampling and testing not to meet stated values, then ACH will either deliver to the owner a quantity of equivalent product to replace the non-performing material or, at ACH's sole discretion, refund to the Owner the original purchase price of the non-performing material. ACH's maximum liability for any warranty claim shall not exceed the original purchase price of the material.

ANY ACH WARRANTY SET FORTH OR REFERENCED HEREIN IS IN LIEU OF ALL OTHER GUARANTEES AND/OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NO WARRANTY SHALL BE EXTENDED OR ALTERED EXCEPT BY A WRITTEN INSTRUMENT SIGNED BY AN AUTHORIZED REPRESENTATIVE OF ACH. NO WARRANTY AND/OR GUARANTEE SHALL EXTEND BEYOND THE TERM OR GO BEYOND THE PROVISIONS SET FORTH IN THE APPLICABLE ACH WARRANTY AS APPLIED TO THE SPECIFIC PRODUCT.

Please review standard ACH Warranties. They are available at the ACH website. Standard ACH Warranties generally provide as follows:

ACH warrants that for a period of 20 YEARS after delivery, **Foam Control EPS** will maintain 100% of its published R value thermal resistance.

ACH warrants that for a period of 10 years after delivery, **Foam Control EPS Geof foam** will maintain 90% of its ASTM compressive resistance at 1% deflection.

ACH warrants that **R Control Structural Insulated Panels** will:

- Be free from material defects in materials and workmanship.
- Provide structural performance in accord with product specifications and load design charts in effect at the time of delivery. This is subject to material being installed in conformance with recommendations in the R-Control SIP detail book.
- For a period of 20 years after delivery, will meet minimal thermal resistance R Value standards in accordance with ASTM C 578 in effect at the time of delivery.

ACH warrants that Industrial Packaging, Lost Foam, Shape Molded, Wineloc, Temperature Control and Custom Molded Parts will:

- Be manufactured free of material defects in materials and workmanship, and will conform to customer supplied specifications and drawings.
- ACH does not warrant products beyond first use, eg multiple uses or reuse.
- ACH does not warrant customer supplied specifications, drawings or designs, nor defects that occur as a result of faulty or inaccurate specifications, drawings or designs.

Conditions: ACH obligations will only take effect if material is installed/used in strict accordance with all applicable specifications, recommendations and guidelines which were in effect at the time of such installation/use, and all invoices have been paid in full. Any Warranty shall be void if, in ACH's sole judgment, the materials performance has been impaired by either damage or alterations to the material without obtaining ACH's prior written approval.

Exclusions: ACH does not warrant the compatibility of any other product with our product, and does not assume any liability for any incidental, consequential, exemplary, special or punitive damages, including (but not limited to) any other harm to persons or property.

The following information outlines important service guidelines which have been established to better serve you. If you have any questions regarding these guidelines please contact our Customer Service Department. We appreciate your business and enjoy serving you.

Minimum Order Value

- \$150.00 minimum order value for EPS only orders. \$75.00 minimum per line item on sheets and pads. \$100.00 minimum per line item on contour pieces.
- \$250.00 minimum order value for laminated orders.
- Minimum order quantities will be documented on our quotes when applicable.

Rush Orders

- Rush orders are those orders with less than 4 business days notice for delivery.
- Rush orders may incur up to a 15% additional charge.

Change Orders and Cancellations

- Order changes may be accepted up to 3 business days prior to production.
- Order changes may affect confirmed delivery dates.
- All order changes must be confirmed with documentation through an ACH Foam Technologies, LLC sales agent or customer service representative.

Lead Times to Manufacture Orders

- Lead times for laminated parts, special orders, including R-Control panels are on a per job basis.

- Standard lead times for fabricated EPS parts are 5-10 business days. Multiple assembly or secondary fabricated parts lead time is determined on a per job basis.

Ship Dates

- Please include requested delivery date for each order.
- ACH Foam Technologies, LLC Customer Service Representatives will confirm actual delivery dates.
- ACH Foam Technologies, LLC makes every effort to accommodate all requested delivery dates considering production and transportation scheduling.

Deliveries

- ACH will try to coordinate delivery within a 2 hour window.
- Every effort will be made to accommodate jobsite deliveries. The driver will determine if he can safely access the project to service the customer without harming the delivery vehicle.
- All ACH Foam Technologies, LLC deliveries must be unloaded within 2 hours of arrival. The hourly rate is \$40.00/hour for every hour beyond the hour maximum layover. This will be applied to the invoice.

Customer Pick-UP (CPU)

- Customer pick-ups are available to all customers.
- Confirmation of pick up time is required to ensure efficient loading.
- CPU orders not picked up within 3 working days of the scheduled date will be invoiced at that time.

Please Note:

- All orders require a documented purchase order from the customer.
- All orders will be confirmed by an ACH Foam Technologies, LLC Sales Agent or Customer Service Representative.
- In the event of a delivery change, you will be contacted by the proper ACH Foam Technologies, LLC personnel.
- In some instances ACH Foam Technologies may accept restocking of product from customers. In these instances a restocking fee of 25% of the sale price will be incurred by the customer.

Discrepant Materials/Returned Goods Policy

If you receive material from ACH Foam Technologies, LLC that does not meet the specifications of the material you ordered, please contact your ACH Foam Technologies customer service representative or sales agent immediately. Please do not discard material until inspected by ACH Foam Technologies and please do not return material to ACH Foam Technologies without an RMA (Return Material Authorization).

To obtain an RMA the following is needed:

- **Part Number or description.**

- **Job Number, Sales Order Number or Purchase Order Number.**
- **Quantity to be returned.**
- **Reason for return.**

EPS is an inert and stable hydrocarbon; however, EPS will experience dimensional movement over time. Tolerances will be honored for a period of 45 days after delivery date. We strongly encourage you to use 'first in first out' inventory practices.

ACH Foam Technologies, LLC must be given an opportunity to replace or rework discrepant materials. Replacement of discrepant materials must be approved by authorized ACH Foam Technologies personnel.

Thank you for your business and for your cooperation.