

In order to promote efficiencies in shipping and for our customers' carriers, EP Engineered Clays has established this policy for customers that choose to arrange for their own transportation:

- **EP will no longer contact a customer-designated carrier to set up a pickup appointment. It is solely the responsibility of the customer and /or their carrier to contact the designated plant to establish a pickup appointment.**
- The customer is responsible for supplying equipment that will ensure product integrity during transit. In addition, customer-arranged freight carriers must have equipment to stabilize the rear of their container. Any damage to the product during transit will not be EP Engineered Clays' responsibility. If requested in advance and practical under the circumstances, EP Engineered Clays will provide the customer with the photos showing how the load looked before it left our site.
- Use of "reefer" equipment is not advised because of load weight restrictions and an inability to secure the back of the load. Customers who choose to send in "reefer" equipment for a pickup must accept the potential of reduced weight for the total load. Also, the carrier must supply some form of adequate load securement to properly secure the load and accept all responsibility for any damage that may occur in transit.
- The Customer or Customer's carrier **MUST** call the appropriate plant number below, a **MINIMUM** of 48 hours in advance of the pickup date to schedule an appointment. The pickup date is provided on the order confirmation. Failure to call at least 48 hours in advance for a pickup appointment may result in the order not shipping on the confirmed pickup date, or material being reassigned to another order/customer; however, it is not a guarantee space will still be available. Calling further ahead of time will ensure the original date given will be available.
- Driver/Carrier must reference a valid pickup number when calling for an appointment. The pickup number is located in the upper right corner of the order confirmation and will begin with the letter "J".
- Failure to call 48 hours in advance and/or arriving 30 or more minutes late for your pickup appointment will result in your order being scheduled at the next available Date/Time slot.
- Orders not picked up seven (7) days after the confirmed date will be returned to available inventory and may be used to fulfill other customer orders. Your order will be rescheduled to the next available date (based on production/shipping schedule lead-times.) You will be notified of the new pickup date and charged a \$250.00 re-stocking fee.
- Orders **CANCELLED** within 5 days of confirmed date on your order, or requests to **HOLD** your product for a period longer than seven (7) days from the confirmed date, are subject to a **RE-STOCKING/HOLD** fee of no less than \$250.00 per order.
- Customer date change requests within five (5) days of the date on the order are subject to a fee of no less than \$100.00 per occurrence.
- **All drivers are required to have their own PPE. The required PPE is hardhat, safety glasses, high viz vest, and dust mask. If drivers do not have the required PPE they will not be allowed onto the property.**

Primary Pickup Hours (Note: Your appointment may vary from these hours.). Confirm prior to appt if any issues.

Plant	Location	Shipping Hours	Phone # to call for Pickup scheduling
Jackson Plant	600 East McDowell Road Jackson, MS 39204	Vans: 8:00 AM to 2:30 PM Bulk trucks: 7:00 AM-7:00 PM Monday - Friday	1-601-985-4846 Lisa Gilliland
Terry Warehouse	2625 Old Hwy 51 Terry, MS 39170	8:30 AM to 2:30 PM (lunch 12:00 PM – 1:00 PM) Monday – Friday (directions: 1-601-878-5715)	Domestic: 1-601-985-4846 Lisa Gilliland Export: 1-601-985-4870 Tara Grantham-Smith

If you would like more information regarding this policy, or have additional questions, please contact your sales representative or you can contact Customer Service directly at: 844-714-1102 or customerservice@epengineeredclays.com.

In the event of any conflict between these policies and any purchase order and/or written supply agreement between us, these policies shall prevail. We anticipate these policies will improve not only customer/carrier efficiencies in scheduling/loading but will also provide a quicker turn-around of loading your customers' trucks. Please make sure your carriers have been made aware of these policies. Thank you.