

May 1, 2020

Subject: Order Cancellation/Delay and Return Policy

Dear Valued Customer:

EP Engineered Clays is implementing an **order cancellation/delay policy** to discourage cancellation or significant delay of orders close to expected ship date. We often have orders that are cancelled or delayed within a few days of expected shipment. At this point in our manufacturing process, the product is made and logistics is scheduled. Special packaging, or product specs, also restrict our ability to move product to a different order. The result, manufacturing time is wasted and product is wasted because we have no outlet for the cancelled/delayed order. In the end, all our customers suffer because our costs go up and our lead times increase.

EP Engineered Clays is also implementing a **return policy**. Any returned material must be approved in writing by EP Minerals' VP Global Sales and Marketing.

Please see details of both policies below:

Order Cancellation/Delay Policy:

North American customers:

- If an order is cancelled or delayed by more than one week, within 7 days of expected ship date (as seen on the order confirmation), a \$250 fee will be charged against the order.
- If the product is in special packaging, or has a special specification, the order cannot be cancelled or delayed within 5 days of expected ship date.

Export Customers:

- Same rules as above but a 14 day window applies, from vessel load date. Dealing with shipping lines that ship once per week, or once every other week, creates a greater complexity, thus a 14 day window.

Return Policy:

- Material must have been produced within the last year unless agreement for older material received from EP
 - Older material returned without approval may be rejected/turned away
- Material needs to be returned to the original production facility unless prior arrangements made with EP
 - Material returned to the wrong production facility without approval may be rejected/turned away
- A minimum 25% restocking fee will be applied if product is returned in saleable condition (to be determined by EP Quality Dept.)
- Unsaleable product will be recycled or disposed of with a 75% handling fee, there will be no refund for original purchase cost
- EP is not responsible for transportation fees
- International shipments will be handled on a case by case basis.

Our goal at EP Engineered Clays is to continuously improve the quality, service and value we deliver to our customers. To do this we must keep our customers supplied with product and control our overall cost. We hope you understand the need for these policies. If you have any questions, please contact your sales representative.

Thank you for your continued business!

Regards,

Geoff Boucher
VP - Global Sales and Marketing
EP Minerals a US Silica Company