



SHINGLES & UNDERLAYMENTS

A Division of Atlas Roofing Corporation

CUSTOMER SERVICE POLICY

Effective Date: 9.18.2023

CUSTOMER PICKUP (CPU)

- Customer pickup will be permitted with prior confirmation by the Atlas sales department.
- Orders for material not picked up within two business days of the scheduled pickup date will be subject to rescheduling.
- Minimum pickup quantity shall be six full pallets.
- Minimum quantity for a pick-up allowance is 1/2 truckload with proration for less than a full truckload.

LESS THAN FULL TRUCKLOAD ORDERS

- Less than a truckload order will be subject to deficit freight on the unused portion of the truck (excludes customer pick-up orders).

ADDITIONAL STOPS

- Stopovers will be charged \$100 per stop for a total of \$200 per load.
- Stops must be within 50 miles of each other. If beyond 50 miles, then additional mileage charges will apply.
- Requests for more than two stops on a truck will be reviewed by Atlas to determine if feasible. Additional charges will apply.

FREIGHT SURCHARGE

- Delivery orders will be charged a \$275 freight surcharge per shipment. (Subject to change prior to this policy being updated.)

THIRD-PARTY DELIVERY CHARGES

- Detention charges from the carrier will be passed on to the customer. Detention charges become effective two hours from scheduled time of delivery.

DATE CHANGES/CANCELLATIONS/ORDER HOLDS

- All re-dated orders will be subject to product availability and pricing.
- Date change/cancellation made within 24 hours of shipment will be charged any applicable fees assessed by carrier.
- Orders put on hold must be released for shipment within 30 days from order placement date and will be subject to product availability and pricing in effect at the time of shipment.

BROKEN PALLET AND TARPING FEES

- Customer request to tarp load for product packaged in plastic wraps (excluding roll goods) will be charged \$150 tarp fee per load.
- Broken pallets are acceptable at no fee for Pro-Cut Hip & Ridge, StormMaster Hip & Ridge and High-Profile Hip & Ridge.
- Pinnacle Sun, Pinnacle Impact, and StormMaster Shake pallets can be broken upon request for a \$75/pallet broken pallet fee.
- Broken pallets are not allowed for any other products.

DAMAGES

- Unless otherwise noted in this policy, all shipments are shipped and invoiced as FOB origin/freight prepaid.
- CPU (Customer Pickup) shipments are shipped and invoiced as FOB origin/freight collect.
- Atlas should be notified immediately of any damages upon receipt of the material, should make notes on the shipping document and if possible, provide any photos.
- Material damaged in route is the responsibility of the carrier.
- Customer will be credited for damaged product and Atlas will file a damaged goods claim with the carrier.

TRUCK DIVERSIONS

- Trucks diverted after shipment will be subject to a diversion fee plus additional mileage fees and fuel surcharges.

PREMIUM DESIGNER SHINGLES CROSS-DOCKING

- Full truckloads of StormMaster Shake (Daingerfield, TX) shingles are available from the plant of manufacture only.
- Truckloads can be balanced with any Atlas accessory products.

REGIONAL COLORS

- Cross-docking of "regional" Pinnacle and ProLam colors has been discontinued. These colors include but may not be limited to: Weathered Shadow, Tan, and Sunset. These colors will only be stocked in the facility/region of manufacture. Please consult with your sales representative for options.
- Customers are allowed to order "regional" colors outside of the plant's primary service area as these colors may only be available from one Atlas facility; however, only full truckload quantities will be accepted. Those orders can be mixed with other "regional" colors manufactured at the same facility. Please consult with your Sales Representative for a list of colors by plant that can be mixed.
- The following freight surcharges will apply for all "regional" color truckloads shipped outside of the plant service area. This option is limited to 1600 miles from the plant of origin.
 - Greater than 500 Miles from manufacturing plant: \$750
 - Greater than 750 Miles from manufacturing plant: \$1000
- Truckloads can be balanced with any Atlas accessory products.

RETURNS

- All returns require pre-authorization by the Atlas Plant Manager and Region Sales Manager via Return Material Authorization process. Atlas reserves the right to inspect material prior to return.
- Eligible material must be returned within 60 days of original ship date.
- Freight arrangements on returned material will be the responsibility of the customer.
- A 20% restocking fee plus outbound freight and fuel incurred will apply.
- Credit will be given on resalable material only. Damaged material will not be eligible for credit.
- Customer must retrieve non-salable material valued over \$500 within 30 days of notification. Any unclaimed non-salable material will be subject to a disposal fee.

FORCE MAJEURE

- Atlas shall not be liable in damages for any delay or default to ship any order if such delay or default is caused by conditions beyond Atlas' control, including, but not limited to: Acts of God, Government restrictions, wars, acts of terrorism, fires, or shortage of raw materials.