



**BOSTIK**

**ATTACHED TO YOUR WORLD**

# **Standard Service Level Agreement**





# A commitment to serving our customers **the right way.**

## CUSTOMER SERVICE HOURS OF OPERATION

Bostik's Customer Service Department is staffed Monday-Friday from 7:00 a.m. to 5:00 p.m. CST, with the exception of holidays and emergency shutdowns. Customers can reach Customer Service by phone at 800-726-7845 or by email at [orders@bostik.com](mailto:orders@bostik.com). If you need to get in touch with Bostik after hours, please contact your Sales Representative.

## ORDER PROCESS

A purchase order (PO) must contain Item Number, Quantity, Price, Customer Requested Delivery Date in order to be successfully entered. Orders should be sent by email to [orders@bostik.com](mailto:orders@bostik.com). In order to maintain accuracy for Bostik and the customer, verbal/over the phone orders cannot be accepted. Orders are entered as received, typically within one business day. An Order Acknowledgement will be sent to the email address provided by the customer within 48 hours once the order is entered and validated.

### Order Considerations:

- Blanket purchase orders with multiple release dates will be entered as separate Bostik Sales Orders.

- Purchase orders with multiple delivery dates, may be grouped or split on to separate Bostik Sales Orders.
- Item minimum order quantities are full pallet quantities (Excludes cartridges and items with a color range).
- Full truckload weight is 40,000 lbs.

## CHANGES TO AN ORDER

Any requests for changes to an order, up to and including cancellation, must be submitted no later than two days prior to the Goods Issue date. No changes are allowed beyond that point due to the processing requirements of the order within our warehouse. In addition, Bostik cannot adjust the ship to location of any order after it has been placed. Bostik will try to meet any change requests, but Bostik cannot guarantee all requests will be granted.

### Changes to an order include, but are not limited to:

- Add ons - The addition of line items to an order.
- Ship dates - Pushing out a ship date.
- Quantity Increases/Decreases - Changing the original quantity of a line item.

- Ship tos - Changing the location of where the order will be shipped to is not allowable.
- Cancellations – Cancelled lines / Cancelled Orders within 2 days prior to the Goods Issue Date are subject to a \$1500 cancellation fee.

Order changes must be submitted with an updated purchase order reflective of the changes requested. Please note that order changes may impact any previously communicated expected delivery dates. Any other changes not specified in this Policy are subject to approval. Please contact your Customer Service Representative with any questions.

#### EXPEDITED ORDERS

Expedited orders are those that are requested for shipping before the standard lead time quoted at the time of order entry. Unfortunately, Bostik cannot expedite orders, ship same day, or ship after standard warehouse hours.

#### BACKORDERS

Bostik strives to service all orders as placed. Occasionally, throughout the normal course of business, an item will become out of stock despite our best efforts to plan based on historical and forecasted demand. When this occurs, your customer service representative will contact you to cancel the unavailable product or offer an alternative. Should the customer choose to keep the product on order that is unavailable, backorder freight is the responsibility of the customer and the buyer is responsible to pay the prevailing product price then in effect on the date of shipment, regardless of the price on the original purchase order.

#### RETURNS

**Goodwill Returns:** In the event that product is received, is in good condition and the customer seeks to return it to Bostik within 60 days after shipping, the customer must contact Customer Service for written authorization to return the product (“Goodwill Returns”). Goodwill Returns are not guaranteed and shall be permitted at Bostik’s sole discretion. The customer is responsible for the freight on all Goodwill Returns, if authorized, and are subject to a 25% restocking fee.

**Goodwill return products must meet all the following specifications:**

- Product must be in saleable condition.
- Product must be received in original unopened packaging.
- No returns will be accepted for obsolete or discontinued products.

**Non-goodwill Returns:** Written authorization by Bostik is required before any product can be returned. Returns of any kind are not accepted more than 60 days from the original shipment date from Bostik.

#### DAMAGED GOODS

All damages must be noted on the bill of lading and reported within 15-business days. Contact your Customer Service Representative for instructions. Any returns without prior written authorization will be refused.

#### SHORT SHIPMENTS AND OVERAGES

All short shipments and overages must be noted on the bill of lading and reported within 15-business days. Contact your Customer Service Representative for instructions. Any returns without prior written authorization will be refused.

#### PAYMENT TERMS

- Applicable Payment Terms - Net 30
- Method of Payment – ACH Transfers

#### PRICE CHANGE NOTIFICATION

Bostik will provide 30-day written notice to customers of pricing changes. Any open order that ships after the effective date of the new pricing will be re-priced to the new pricing. Buyer is responsible to pay the prevailing product price then in effect on the date of shipment, regardless of the price on the original purchase order. Customers may be requested to provide an updated Purchase Order reflective of the price changes when notified.

#### ADDITIONAL TERMS AND CONDITIONS

Bostik reserves the right to modify this Policy at any time in its sole discretion. Bostik’s standard terms and conditions of sale apply, unless otherwise agreed upon by the parties or modified herein. Bostik standard terms and conditions of sale available at: [www.bostik.com/us/en\\_US/customer-support/terms-conditions-of-sale/](http://www.bostik.com/us/en_US/customer-support/terms-conditions-of-sale/). Bostik objects to, and will not be bound by, any different terms or conditions contained in any purchase order or other communication received from Buyer.

#### TECHNICAL SERVICE AND SUPPORT

Bostik Technical Services offers full line support with hands on or technical calls. Customers can reach Technical Service by phone between the hours of 7:30am - 5:00pm CST at 800-726-7845. Inquiries may also be submitted through the Bostik website, where response time is typically within 24 hours.

#### WARRANTY INFORMATION

The Bostik limited warranty can be found at [www.bostik.com/us](http://www.bostik.com/us). To the maximum extent allowed by law, Bostik disclaims all other express or implied warranties, including without limitation warranties of merchantability and fitness for a particular purpose. Unless otherwise stated in the limited warranty, the sole remedy for breach of warranty is replacement of the product or refund of the buyer’s purchase price. Bostik disclaims any liability for direct, incidental, consequential, or special damages to the maximum extent allowed by law. Disclaimers of implied warranties may not be applicable to certain classes of buyers and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. It is the buyer’s obligation to test the suitability of the product for an intended use prior to using it. The Limited Warranty extends only to the original purchaser and is not transferable or assignable. Any claim for a defective product must be filed within 30 days of discovery of a problem, and must be submitted with written proof of purchase.

# Standard Service Level Agreement

| ITEM                            | STANDARD   |
|---------------------------------|--|
| Item minimum order quantities*  | Full pallet  |
| Full truck load weight          | Minimum 40,000 lbs.  |
| Back orders                     | At order entry, the customer is offered choices of what to do with material not available                                |
| Back order freight              | Bostik will arrange and pay for freight, then add it onto the shipment cost  |
| Back order pricing              | Current price  |
| Warehouse location change       | Not available  |
| Emergency after hours shipments | Not available  |
| Expedited same day shipments    | Not available  |
| Expedited orders                | Not available  |
| Orders accepted                 | By email only  |
| Order acknowledgment            | Within 48 hours  |
| Order cancellation              | Cancelled lines / Cancelled orders within 2 days prior to the Goods Issue Date are subject to a \$1500 cancellation fee. |
| Payment terms                   | Net 30   |
| Method of payment               | Electronic fund transfer (ACH)   |
| Goodwill returns                | Subject to restocking fee  |
| Goodwill returns restocking fee | 25%  |
| Goodwill returns freight        | Customer responsibility  |

\* No color range: excludes cartridges and full range colored products

**Legal Disclaimer:** All information contained herein is believed to be accurate as of the date of publication, is provided "as-is" and is subject to change without notice. This is not a warranty, an agreement, or substitute for expert or professional advice. Bostik Inc. ("Company") expressly disclaims and assumes no liability for the use of the products or reliance on this information. It is the sole responsibility of the user to determine the suitability of any products for user's application(s). NO WARRANTY OF FITNESS FOR ANY PARTICULAR PURPOSE OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED (INCLUDING SUITABILITY FOR USE IN ANY MEDICAL DEVICE OR MEDICAL APPLICATION), IS MADE CONCERNING THE PRODUCTS OR THE INFORMATION PROVIDED HEREIN. The information provided relates only to the specific products designated herein and may not be valid where such products are used in combination with other materials or in any process. The performance of the product, its shelf life, and application characteristics depends on many variables, and changes in these variables can impact product performance. You are responsible to test the suitability of any product in advance for any intended use or application and before commercialization. Nothing herein shall be construed as a license for the use of any product in a manner that might infringe any patent and it should not be construed as an inducement to infringe any patent. Please carefully review the Safety Data Sheet for the product.

BOSTIK HOTLINE

**Smart help**  
**1-800-726-7845**

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This document supersedes all previously published literature.