

SHIPPING — U.S. FREIGHT POLICY

SANITARYWARE

- Will call allowance =3% OH and 5% rest. Note: Will call orders cannot be picked up until the customer has received notification that the order is ready. Will call orders not picked up within 48 hours will be returned to stock and be subject to restocking fee of \$150. CUSTOMER SERVICE.
- Special handling charges apply for unique labeling/tags (\$ 30 U.S./\$ 40 Canada) and foam packing (\$ 25). LOGISTIC COORDINATOR.
- Truckload and drop charge criteria is calculated per ship to location. LOGISTIC COORDINATOR.
- Additional fees will be assessed for:
 - Detention fee of \$ 125/hour for freight not unloaded within two hours of scheduled appointment. LOGISTIC COORDINATOR.
 - Driver-assisted*, job site and residential deliveries at \$ 80 per order. CUSTOMER SERVICE.
 - Deliveries requiring the use of pallet jacks or limited delivery access at \$ 80 per order. CUSTOMER SERVICE.
 - LTL deliveries requiring the use of lift gates at \$ 150 per order. Lift gates are not available for truckload orders. CUSTOMER SERVICE.
- Mansfield reserves the right to invoice customers for special handling charges and freight services incurred based on market conditions. DISTRIBUTION MANAGER.
- Parts and accessories orders are shipped via parcel carrier. DISTRIBUTION MANAGER.
- Minimum order: \$300. CUSTOMER SERVICE.

LOGISTIC COORDINATOR.

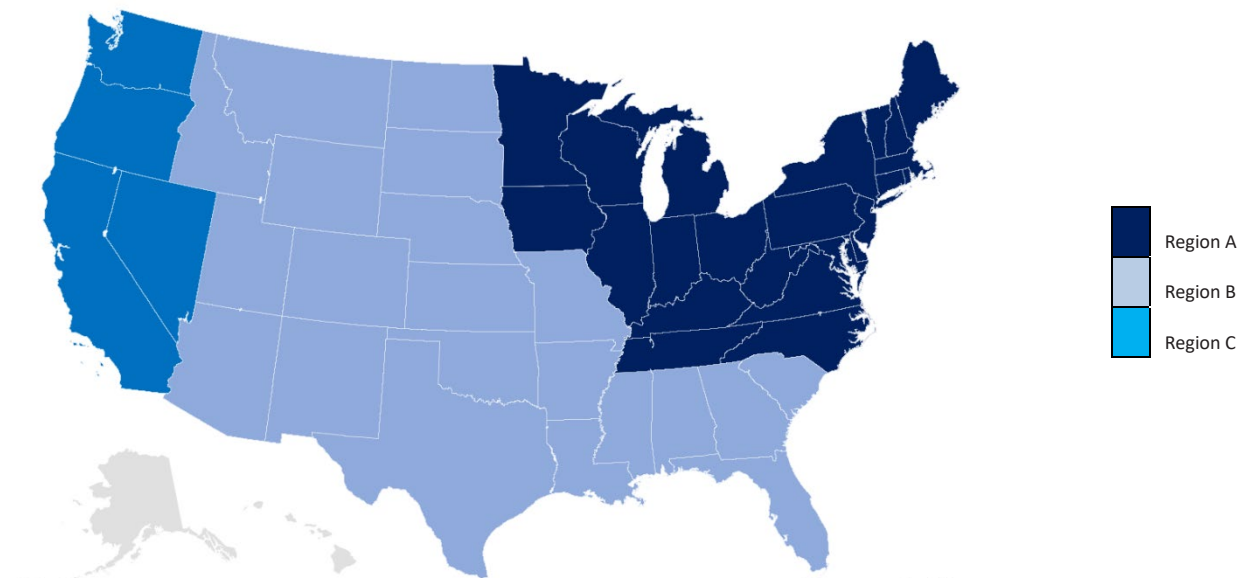
Product Category**	# of Pieces***	Freight/Drop Charges Region A	Freight/Drop Charges Region B	Freight/Drop Charges Region C	Lead Time
Sanitaryware: U.S.**	900	Full Freight Allowed (FFA)			10 business days
	350	\$150	\$180	\$220	
	250	\$170	\$200	\$240	
	Less than 250	Customer pays freight			

* Driver-assisted deliveries include any delivery where the driver participates in the unloading of the truck in any way. Unless assist and/or special equipment requirements are specified on the purchase order at the time the order is placed and proper arrangements can be made prior to delivery, additional charges will apply and Mansfield cannot guarantee the desired services and/or equipment will be available.

**Applies to all warehouses in the USA.

***For CTKs shipments the number of pieces is the inner pack pieces of sanitaryware.

USA Regions Map / Sanitaryware*



*Shippings not available to AK, HI & PR

BATHWARE

- Six (6) total points in any combination of the products below qualifies for FFA. CUSTOMER SERVICE
- Less than six (6) total points: LTL Freight Charge per Unit
- Henderson Plant "will call" allowance = 5% per invoice. CUSTOMER SERVICE
- Parts and accessories orders are shipped via parcel carrier. CUSTOMER SERVICE
- Shipping charges will be prepaid and added to the invoice. No minimum order is required. SHIPPING
- Contact Customer Service to obtain current shipping charges to Canada and the New York City area.
- Mansfield reserves the right to invoice customers for special handling and other freight fees incurred. CUSTOMER SERVICE

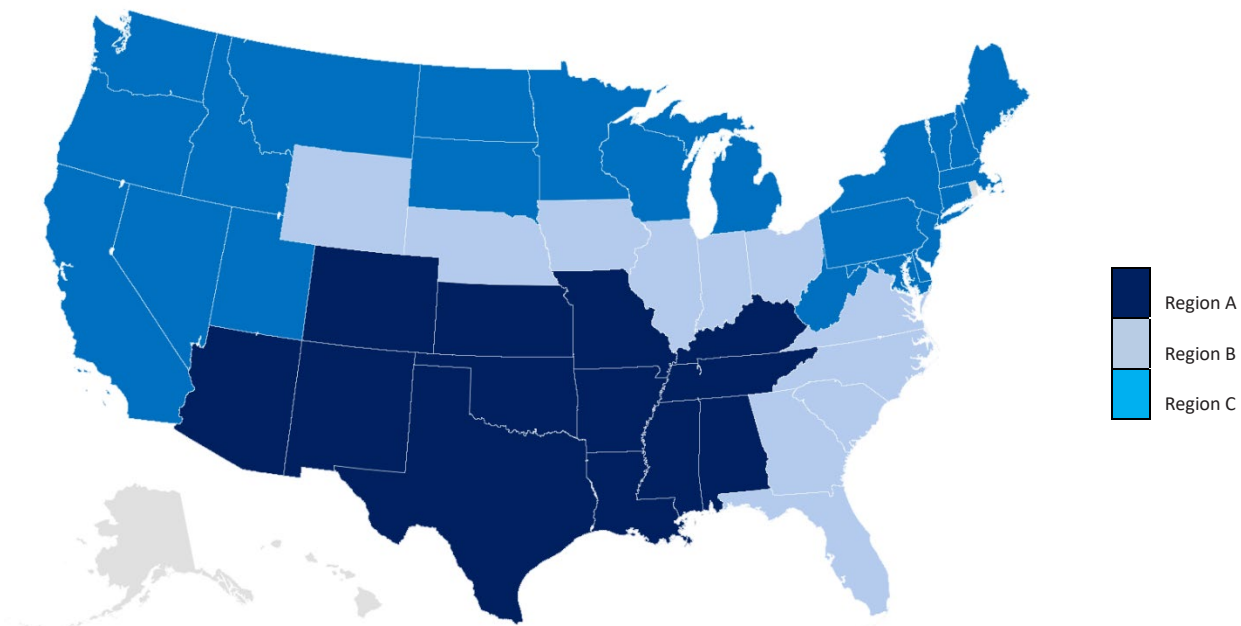
CUSTOMER SERVICE

POINT SYSTEM ASSIGNED BY PRODUCT CATEGORY			
1 pt.	3 pts.	6 pts.	LEAD TIME
Pro-Fit Bathtubs Shower Bases	Pro-Fit Whirlpools Pro-Fit Air Massage Baths Swirl-Way Bathtubs	Swirl-Way Whirlpools Swirl-Way Air Massage Bath Swirl-Way Combinations Swirl-Way MicroDerm Whitley Collection Duo Walk-In Tubs	10 business days
		Whitley Collection Seamless	5 business days

Product Category*	# of Pieces***	Freight/Drop Charges Region A	Freight/Drop Charges Region B	Freight/Drop Charges Region C	Lead Time
Bathware: U.S.*	'=> 6pts.	Full Freight Allowed (FFA)			10 business days
	< 6pts. Frt. Charge Each Unit	\$125	\$165	\$250	

*Applies to all warehouses in the USA.

USA Regions Map / Bathware*



*Shippings not available to AK, HI & PR

BATHWARE ORDER CHANGE AND CANCELLATION POLICY

Policy Summary

Changes and cancellations are allowable within the first 24 hours after Mansfield receives the purchase order. After 24 hours, production of the order is well underway and changes are no longer possible.

Cancellations are permissible after 24 hours on standard color bathware. However due to the loss of time and material there will be a cancellation fee.

After 24 hours, orders for premium colors cannot be cancelled.

Level of Production	Percent of Completion	Cancellation Fee
Vacuum Formed	20%	10%
Fiber Reinforced Polymer Applied	40%	20%
Trimmed and Drilled	70%	30%

Internal use only:

Other considerations:

Regionals cannot wave changes or make exceptions to the policy, only the sales director can.

Holding of orders is approved by Director Finance and Sales.