

\*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

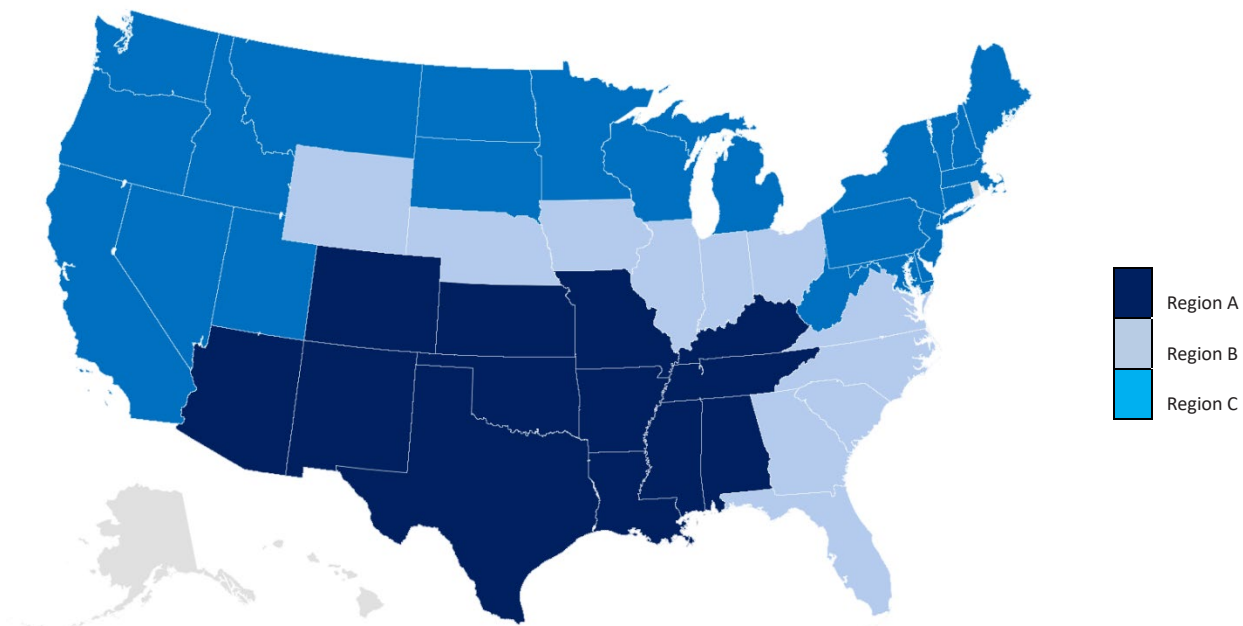
### CUSTOMER SERVICE

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\*



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# 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.