

## MANSFIELD SHIPPING — U.S. & CANADA FREIGHT POLICY – FACTORY ORDERS

### SANITARYWARE

- Mansfield reserves the right to invoice customers for special handling charges and freight services incurred based on market conditions.

Product Category	Volume	Handling Fee	Freight charges any destination
Sanitaryware	>= 300	\$ -	FFA
	>= 150 and < 300	\$ -	\$150
	>= 4 and < 150	\$3/pc Max \$75	Customer account or pays freight and any additional charges
	>= 1 and <= 3	\$30 / pc	

\* Export programs are excluded from this policy

\*\* Shipments not available for AK, HI & PR

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

- Will Call Ashland OH: A 3% discount applies for orders within Ohio (OH), and 5% for orders outside OH. NOTE: Will call Orders cannot be picked up until the customer has been notified that they are ready. Will call orders not picked up within 48 hours will be returned to stock and be subject to restocking fee of \$150.

### PARTS

- Parts and accessories orders are shipped via parcel carrier.
- Parts orders greater or equal to \$2000 FFA.
- Parts Orders less than \$2000 prepaid and add.

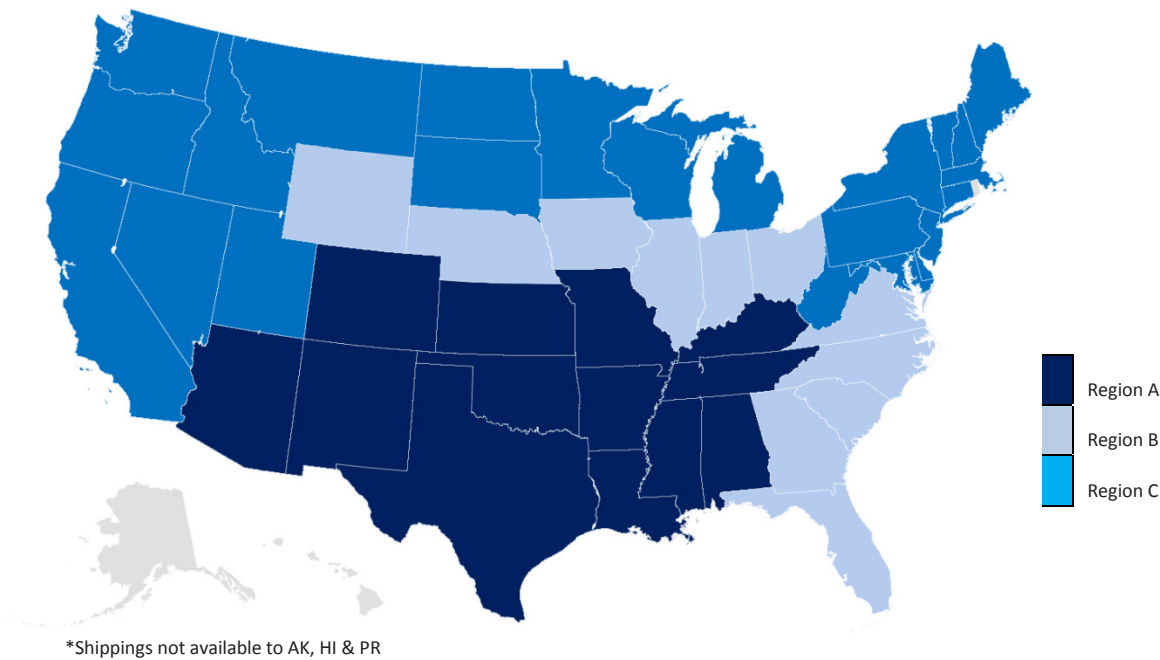
### BATHWARE

- Six (6) total points in any combination of the products below qualifies for FFA.
- Less than six (6) total points: LTL Freight Charge per Unit.
- Henderson Plant "will call" allowance = 5% per invoice.
- Parts and accessories orders are shipped via parcel carrier.
- Shipping charges will be prepaid and added to the invoice. No minimum order is required.
- 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.

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.



## 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.

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