



## Procedures for Crown Roof Tile Orders

(Attached to and forming a part of any Purchaser Order)

### Orders:

1. All purchase orders placed with Crown Building Products of Florida, LLC ("Crown") must be e-mailed or faxed in. This will help to eliminate discrepancies on color, quantities, profiles and general accounting practices.
2. Purchase orders require company name and address, a purchase order number, address of jobsite, name and address of Owner and General Contractor, quantities expressed in pieces or squares, requested pick-up date, and pricing. Special pricing should be indicated on the purchase order.
3. Crown Customer Service should check the special pricing quote file before entering the order. If the customer shows a special price on the purchase order but special pricing is not in the quote book, the salesperson for that account should be contacted immediately. The order should stay on hold until the pricing is determined.
4. Orders will be entered into the Crown system and order acknowledgement will be sent to the customer placing the order. Purchase Orders should be checked for accuracy by customer and any corrections should be made known to Crown immediately. If corrections are not received by Crown before the Pick-Up/Delivery Date the customer will receive the order as per the Order Acknowledged by Crown.
5. If inventory is available the tile can be assigned to the order, if the inventory is not available, the items needs to go into the production schedule based on requested pick-up date.
6. Once the inventory is assigned to the order, the customer needs to be informed that the order is ready for pick-up.
7. The customer will have a 10-Day pick-up window, if the tile is not picked up, the inventory will go to the next order in line. The customer should be given a reminder 3 days before the inventory is unassigned.
8. If a purchase order is changed (via e-mail or fax) after being entered into the Crown system, the corrections should be made in the Crown system and a new order acknowledgement must be sent to the customer for signature confirmation of changes. Order will then go through steps 5-6.
9. If a customer wants to cancel a purchase order it must also be e-mailed or faxed in to Crown.
10. Contractors and builders are welcomed to pick-up tile at the Crown Plant, however the plant will not be able to facilitate cash and or credit card transactions. All customers coming to pick-up tile must have an order acknowledgement number from the distributor. Orders for field tile will be in either a full pallet or one third of a pallet. All other products will be sold by the piece.



11. All orders and amendments must be faxed or emailed to our Customer Service Department.
  - a. Telephone: 863.993.4004
  - b. Fax: 863.993.4008
  - c. Email Address: floridaorders@crownrooftiles.com

**Pallets:**

1. Crown will not be responsible for the collection of pallets whether at the customers location or at a job-site. It is the responsibility of the customer to return the pallets to the Crown Roof Tile plant in Arcadia, Florida.
2. Pallets will be invoiced at \$18.00 each and a refund of \$13.00 will be issued upon return.
3. Only pallets that are Crown Property and that meet our quality criteria on Plant Inspection will receive the above refund.
4. Crown Roof Tiles reserves the right to reject damaged pallets that do not meet our quality criteria or that are not Crown Property.

**Distribution:**

1. All orders are FOB Plant.
2. To assist stock holding and improve efficiency; customers should where possible, supply three month forecasts to their sales representative of all materials required.
3. We are unable to accept responsibility and or charges for out of stock occurrences.
4. We are unable to accept responsibility and or charges for later than requested ready dates.
5. We are unable to accept responsibility and or charges for later than notified ready dates due to circumstances beyond our control.
6. Crown reserves the right to change the Pick-Up/Delivery dates at their discretion and for any reason without any consequences, with 24hr notice.

**Re-Stocking;**

Material will only be accepted back under certain business criteria namely:

1. The return of goods will not be detrimental to our stock holding position.
2. Material that is returned is palletized in resalable original package condition.
3. Materials accepted back will incur costs as detailed:
  - a. A Restocking Fee of 20% of order value.
  - b. If the order is less than \$500.00 a minimum of \$100.00 surcharge will apply.
  - c. Any transportation cost associated with the return will be the responsibility of the customer.
  - d. Any costs due to damaged materials will be deducted on inspection when returned.



- e. All costs detailed in paragraph 4(a)-(d) above will be sent to you to confirm your acceptance in writing prior to our company accepting any returned materials.
- f. No materials can be returned to our plant without written prior agreement by your Crown sales representative and confirmed in writing by a Crown manager.

**Accounts:**

Crown Roof Tiles payment terms are strictly 30 days net from month end invoice. Payments are strictly managed by our Accounts Receivables Department located in our Arcadia office. Payments in addition to check format can be made by direct wire to our bank. To get our bank information please contact our Accounts Receivable department.

Please contact our accounts receivables department for any questions or if you would like to be set up for direct wire:

Telephone: 863.993.4004  
Fax: 863.993.4009  
Email: dainsworth@crowntile.com

**Payment instructions:**

Please include your Account Number and Invoice Numbers with payment and in all correspondence.

If paying by check, please make check payable to:

Crown Building Products of Florida, LLC  
6018 SW Highway 72  
Arcadia, Florida 34266

**Hours of operation:**

Office hours: Monday-Friday 8:00 A.M. - 5:00 P.M.  
Plant Pick-Up\*: Monday-Friday 7:00 A.M. - 4:00 P.M.

\*Note: Must arrive to by 3:30 P.M. to be loaded

**Health and Safety:**

Crown is committed to the health and safety of our employees, customers and suppliers. This means that all employees, customers and suppliers must follow all safety rules, policies and instructions pertaining to safety when attending plant for loading or unloading of material should they wish to exit their vehicle. Crown guidelines require that should you wish to exit your vehicle the following safety protection is required:

1. High visibility reflective vest
2. Eye protection goggles or glasses
3. Hard hat
4. Protective gloves

Should any person attend site for loading or unloading without these requirements they will not be allowed out of their vehicles for any reason once they have entered our yards. Strict rules will be followed when loading or unloading vehicles for the safety of the forklift driver, truck driver and yard personnel. Crown will not provide any PPE equipment to non-Crown employees.