

## North American Customer Pick-Up Policy And Procedures Policy:

Arconic Architectural Products LLC (AAP) allows for approved customer pick-up (CPU) orders at our plant. Customers requesting this service option need to establish the required CPU authorization in advance and must use AAP approved transportation carriers. Please contact your Customer Service Representative (CSR) for your CPU approval.

The AAP CSR will confirm a date for CPU pick-up at the time of order entry. Orders shall be picked up by the scheduled pick-up date. Orders not picked up after 48 hours of the scheduled date may be charged a holding fee of 0.375% per week (1.5% per month) or the order may be canceled and assessed a restocking fee of 15% of the invoice value. The CSR will call to remind customers within 24 hours following a scheduled pick-up that has been missed.

### Loading Hours:

Flatbed 7:00 A.M. to 2:30 P.M.

Monday thru Friday

Van Trailers 7:00 AM to 4:00 P.M.

50 Industrial Boulevard

Eastman, GA 31023

1-800-841-7774

### Conditions for Vehicle Loading:

Driver will be required to wear required personal protective equipment and will not be allowed onto the back of his/her trailer.

### Notice of Intent to Pick Up:

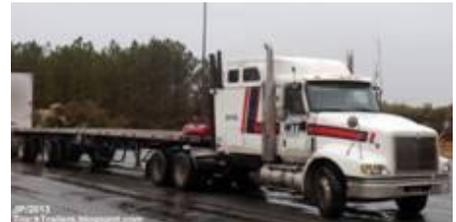
The customer or its driver must contact the plant and advise the estimated arrival time at least 24 hours before the truck is scheduled to arrive.

## Customer Pick-Up Guidelines

### AAP, Eastman GA

The preferred methods for customer pickups are:

1) A flatbed trailer:



2) A van (LTL) capable of hooking to our dock lock:



If the customer will be picking up with a personal vehicle/trailer, please make them aware the trailer needs to be capable of handling both the weight and length of the load and needs to be a flat trailer capable of being loaded from the side:

Acceptable:



Unacceptable without proper buildup:



We can load a trailer that has sides or protruding fender wells, BUT the customer is responsible for building up the trailer to the height of the sides/fender wells before arriving on AAP property.

The build-up needs to be the same height as the sides/fender wells and the same width and length as the skid(s) they are picking up. The trailer still needs to be capable of handling the weight and length of the load, so be sure to communicate the size(s) and weight(s) of the skids to your customers.

Disclaimer:

Laws and building and safety codes governing the design and use of AAP's products, and specifically aluminum composite materials, vary widely. It is the responsibility of the owner, the architect, the general contractor, the installer and the fabricator/transformer, consistent with their roles, to determine the appropriate materials for a project in strict conformity to all applicable national, regional and local building codes and regulations. REYNOBOND IS COMBUSTIBLE; IT COULD CATCH FIRE AND BURN. SEE AAP WEBSITE FOR PRODUCT WARNINGS. ANY LABORATORY TESTING INFORMATION PROVIDED BY AAP APPLIES ONLY TO THE PARTICULAR PRODUCT OR ASSEMBLY TESTED AND DOES NOT NECESSARILY REPRESENT HOW PRODUCTS WILL ACTUALLY PERFORM IN USE.