



Procedures for Crown Roof Tile Orders from Florida Plant

Ordering:

1. All Purchase Orders placed with Crown Building Products of Florida, LLC ("Crown") must be emailed to floridaorders@crownrooftiles.com for automatic processing. This will help to eliminate discrepancies in color, quantities, profiles, and pricing.
2. All orders require a customer Purchase Order. The purchase orders require the company name and address, a purchase order number, job address, name of the roofing contractor and/or Builder if applicable, quantities expressed in pieces or squares, requested due date and pricing. Quoted pricing should be indicated on the purchase order. Orders cannot be processed unless all information is obtained.
3. Orders will be entered into the Crown system and Order confirmation will be sent to the customer's email on file. Order Confirmations should be checked for accuracy by the customer and any corrections should be made known to Crown Customer Service or the Salesperson immediately. If corrections are not received by Crown before the Pick-Up/Delivery Date the customer will receive the order as per the order confirmation by Crown.
4. Crown will make every effort to have inventory available to meet the requested due date, for current lead times on any product please contact your local Salesperson.
5. Once the inventory is assigned to the order, Crown will send a pick-up or delivery confirmation when your order is ready. Crown is not responsible for any attempts to pick up orders that a notice has not been sent.
6. The customer will be assigned a pick-up/delivery window based on our current standard window, if the tile is not picked up or delivered by the end of the window, the inventory will go to the next order in line. The order will be updated with a new due date of the current lead time.
7. If a revision is needed of an order, a revised purchase order is required to be emailed to floridaorders@crownrooftiles.com. The revision will be made in the Crown system and a new Order Confirmation must be sent to the customer. Order will then go through steps 5-7.
8. If a customer wants to cancel a purchase order it must also be e-mailed to floridaorders@crownrooftiles.com.



9. Roofing Contractors and Builders are welcome 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 a pickup number from the distributor, Crown is not responsible for misinformation given to the Roofers or Builders. All concrete products will be sold in pallet form, please refer to the current price list for quantity requirements. All other products will be sold by the piece.

Pallet Return Program:

1. Crown will not be responsible for the collection of pallets whether at the customers location or at a jobsite. It is the responsibility of the customer to return the pallets to the Crown Roof Tile plant in Arcadia, Florida.
2. Crown has a pallet return program – refer to the current price list for invoicing and return amounts.
3. Crown will only accept pallets that are Crown Property.
4. Crown Roof Tiles reserves the right to reject 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.

**Accounts:**

Crown Roof Tiles payment terms are strictly Net 30 days from invoice date. Payments are strictly managed by our Accounts Receivables Department located in our Arcadia office. Payments are to be made per the instructions on Crown invoices.

Please contact our accounts receivables department with any questions.

Telephone: 863.993.4004

Fax: 863.993.4009

Email: dainsworth@crownrooftiles.com

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

Please refer to the current price list of yard hours and hours of operation

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 the plant.

Drivers in the yard shall not exit their vehicles while in the yard. Drivers must exit the yard to designated areas. Crown personnel will check the load for accuracy, drivers will not strap down the load while any Crown employee is near their truck.

Customers shall be escorted by a Crown employee while visiting the facility.