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Huntsman Performance Products Customer Pickup Policy

Purpose:

This policy outlines the necessary procedures in place for Customers who elect to arrange for pickup of their orders at Huntsman Performance Products facilities in The United States of America. These procedures are in place to assure the continued safe and efficient operations of Huntsman Performance Products facilities and the safety of carriers at our facilities.

Approved Carriers & Scheduling:

A listing of carriers approved to enter Huntsman Performance Products' facilities, as well as the most recent update to the **BULK & PACKED Motor Carrier Pick-Up & Delivery Policy (PUP)** may be found at <http://www.huntsman.com> .

Loading Appointment Requirements:

- All customer pick-ups require a loading appointment
- The loading appointment must be made by the customer's carrier no later than 48 hours prior to the scheduled pick-up date
- All appointments will require a Huntsman Order Number
- Additional carrier requirements (loading information, driver responsibilities, personal protection equipment, calibration charts, etc...) are outlined in the **BULK & PACKED Motor Carrier Pick-Up & Delivery Policy (PUP)** and can be found at <http://www.huntsman.com> .

Failure to Schedule a Loading Appointment Prior to the 48-hour Deadline:

If the customer's carrier has failed to make an appointment prior to the 48-hour deadline, the Huntsman shipping facility will contact Huntsman customer service who will then advise the customer of the lack of an appointment. If the customer's carrier calls to schedule an appointment by 12:00 PM of the business day prior to the originally scheduled pick-up, a loading appointment time will be provided. Carriers arriving that have not scheduled an appointment time by 12:00 PM of the business day prior to the originally scheduled pick-up date will be worked into the loading schedule as quickly as possible, but Huntsman will not be responsible for any detention and/or layover charges associated with an order that was not scheduled as outlined above.

Failure to Arrive for Scheduled Appointment Times:

It is important for the efficient operations of Huntsman’s facilities, as well as the valued time commitments of our carriers, that all parties adhere to the scheduled pick-up appointments. The scheduling plant should be notified as soon as possible should rescheduling be required and at a minimum, 24 hours advance notice should be given if a pick-up time cannot be met. If the customer’s carrier fails to pick-up their order on the scheduled ship date the following fees shall be applicable:

Packaged	Failure to arrive on scheduled pick-up date. (includes no show that failed to schedule a loading appointment)	\$100/day
BULK	Arrival greater than 2 hours past schedule pick-up time.	\$100/hr - max 5 hours
BULK	Failure to arrive on scheduled pick-up date. (includes no show that failed to schedule a loading appointment)	\$500/day
Bulk Rejections	Bulk trailers rejected more than once for quality or safety reasons will be treated the same as a no show.	\$500/day

Customer Pick-Ups Prohibited for Certain Make-To-Order Products:

Some of Huntsman Performance Products’ chemicals are only produced on a make-to-order basis. These types of products do not have dedicated finished goods tanks, and finished goods are produced and immediately offloaded into a tank truck trailer. Huntsman prohibits customer pick-ups for these types of orders so that we can maximize our production capacity and eliminate delays for customer orders.