

Customer Service and Delivery Standards

For Customers in the US and Canada

Welcome

Stepan Company appreciates your business and strives to meet your service expectations the first time, every time.

This guide provides our service and delivery standards. Your Order Management Representative (OMR) will assist you with all phases of order fulfillment.

Getting Started

- [Order Placement](#)3
- [Contact Information](#).....3
- [Business Hours](#).....3
- [eBusiness Solutions](#).....3

Service & Delivery Standards

- [Order Lead Times](#).....4
- [Rush/Expedited Orders](#).....5
- [Order Changes](#).....5
- [Order Cancellations](#).....5
- [Standard Order Quantities](#).....6
- [Transportation Services](#).....7
- [Returned material](#).....10-11
- [Invoicing & Payments](#).....12

Additional Things to Know

- [Quality Management](#).....13
- [Technical Service](#).....13
- [Authorized Distributors](#).....13

Order Placement

Sales orders can be placed by phone, email or through an eBusiness solutions.

Stepan U.S. & Stepan Canada

Customer Service

Phone: (800) 457-7673 (US only)

Phone: (847) 446-7500 (Direct)

Website: www.stepan.com

Email: order.placement@stepan.com

Hours: 7:00 AM to 5:30 PM Central Time

Stepan Mexico

Customer Service & Technical Service
Order Placement

*Polymer customers contact Stepan U.S.

Phone: 011- 52-555-533-1697

Fax: 011- 52-555-514-5448

Website: www.stepan.com

Email: order.placement@stepan.com

Hours: 8:30 AM to 5:30 PM Central Time

Stepan eBusiness Solutions for Customers

Stepan's eBusiness platform offers our customers a portfolio of solutions that:

- Improve the accuracy & speed of communication,
- Reduce the risk of misplaced documents, and
- Result in improved service.

These tools also contribute to the reduction of significant amounts of paper waste, promoting a more environmentally friendly workplace.

EDI is Stepan's preferred eBusiness solution. Direct electronic connection with partners enable asynchronous communication between B2B ERP systems. This solution is for partners with frequent order activity or partners connected to the Elemica Network.

Processes in the customer sales order cycle that are enabled by EDI include:

1. Customer Order Acceptance
2. Confirmation of Order Acceptance
3. Order Change Acceptance
4. Transmission of Advance Shipping Notice
5. Transmission of Customer Invoice
6. Electronic Payment

If you are interested in conducting business electronically with Stepan, please contact your order management representative.

Order Management

Standard Lead Time

Please consider our Standard Lead Times when planning for your forecasted demand.

Lead time is defined as the time between order receipt and shipment. Orders are processed Monday through Friday, excluding holidays. Our lead time represents the average time it takes for Stepan to manufacture and prepare your order.

Lead times do not include transit time.

Made-to-Stock Products

Bulk tank trucks

- Fourteen (14) calendar days prior to shipment for orders received by 2:30 PM Central Time

Bulk railcars

- Seven (7) calendar days prior to shipment for orders received by 2:30 PM Central Time

Packaged Products

- Seven (7) calendar days prior to shipment for orders received by 2:30 PM Central Time

Made-to-Order Products

Please Contact your OMR for product specific lead times.



Order Management

Stepan Company recognizes that changes occur in your business. Stepan offers expedited services, when possible, based on the parameters below.

Rush/Expedited Orders

Made-to-Stock Products

Orders placed with less than Standard Lead Times may be fulfilled based on the availability of material and transportation and are accepted at Stepan's discretion. If accepted, these orders will be subject to a 250 USD/CAD surcharge per order.

Made-to-Order Products

If accepted, these orders will be subject to a 250 USD/CAD surcharge per order plus any additional costs incurred. Please contact your OMR for details.

Order Changes and/or Cancellations

Made-to-Stock Products

Order changes or cancellations made inside of the Standard Lead Times will be subject to a 250 USD/CAD surcharge per order.

Made-to-Order Products

Order changes or cancellations made inside of the Standard Lead Times will be subject to a 250 USD/CAD surcharge per order plus any additional costs incurred. Please contact your OMR for details.



Order Management

Standard Order Quantities

Made-to-Stock Products

| Mode | Order Type | Standard Order Quantities | | | | Minimum Order Quantities |
|-------------------------------|--------------------|---------------------------|---------|----------------------|----------------------------|---|
| Bulk Tank Trucks & Isotainers | Standard | 45,000lb or 20,000kg | | | | <ul style="list-style-type: none"> Orders placed for less than 40,000lb or 18,000kg are subject to a surcharge of 250 USD/CAD per order. Compartment Trucks are subject to a surcharge of 250 USD/CAD per order. |
| | Compartment Trucks | 43,000lb or 19,500kg | | | | |
| Rail Car | | 185,000lb or 84,000kg | | | | |
| Packaged | Direct | 1 super sack | 1 IBC | 4 drums/ 1 pallet | standard bags/ 1 pallet | <ul style="list-style-type: none"> Orders placed for less than full pallet increments are subject to a surcharge of 250 USD/CAD per item. Select exceptions apply. Your OMR can assist you with product specific details. |
| | Distributor | Full truckload | 18 IBCs | 88 drums | 22 pallets | |
| Export 20 Foot Full Container | | 18 IBCs | | 78 drums | | |

Made-to-Order Products

| Mode | Standard Order Quantities |
|--|---------------------------|
| Bulk Trucks | Production Batch Size |
| Packaged | Production Batch Size |
| Please contact OMR for product specific details. | |

Transportation & Shipping Services

Delivery Documents

The following documents will accompany your domestic shipments.

- Bill of Lading
- Certificate of Analysis
- Weight Ticket (bulk shipments)
- Safety Data Sheets (bulk shipments)
- Packing List (packaged shipments)

Please contact your OMR regarding export documentation.

Transportation Accessories

- Stainless Steel Pumps will be provided at a cost of 165 USD/CAD per shipment.
- In-transit Heat will be provided at a cost of \$150 USD/CAD per shipment.
- Other requests will be evaluated on a case-by-case basis. Please contact your OMR for details.



Transportation & Shipping Services

Prepaid Freight Arrangements

Shipping services using Stepan-contracted carriers includes the following:

1. Stepan will tender the customer shipment through our TMS system.
2. Stepan arranges and is responsible for freight payments.

Customer Collect/Preferred Carrier Arrangements

At the time of order placement, please inform your OMR if you choose to use your own carrier.

Standard Lead Times and other Stepan Transportation Terms apply.

Collect / Customer Pick Up

1. Your OMR will confirm the pick-up time and provide a shipping number to the customer, carrier, or designated third party.
2. Your carrier must present this number to the Stepan plant or warehouse personnel upon arrival.
3. Customer arranges and is responsible for freight payments.
4. Carriers that arrive beyond 3 hours of complimentary time after the scheduled appointment time for bulk or day of for packaged will be charged 250 USD/CAD for Missed Appointments.

Collect / Utilizing Stepan's Preferred Carriers

1. Stepan will tender a customer shipment through Stepan's TMS system utilizing a single customer carrier. Multiple carriers cannot be accommodated.
2. Customer is responsible for freight payments.

Customer Preferred Carrier Arrangements

Stepan will arrange the following at cost of 100 USD/CAD per shipment.

1. Stepan will arrange transportation with the customers transportation department, directly with a carrier or with a logistics service provider.
2. Stepan will utilize a customer's data portal or other shipping template to confirm arrangements with both the carrier and the customer.

Transportation & Shipping Services

Detention Policy

Stepan's North America Detention Policies were developed in response to changes in the transportation industry capabilities, capacity and the cost of transportation services.

Bulk Tank Truck and Isotainer Detention

Stepan's policy allows for two (2) hours of standard unloading time and three (3) hours for select products. After this time, detention will be billed at 110 USD/CAD per hour.

Truck detention incurred at the unloading location will be billed to the customer by either the carrier or Stepan depending upon the carrier relationship terms and conditions.

Rail Car Detention

A railcar is "**Constructively Placed**" when the rail service provider notifies customer that the railcar has been placed on the customer's rail siding or service tracks, and thus is available for customer use.

A railcar is "**Released**" by the customer to the rail service provider when the rail service provider acknowledges that the railcar is released.

Stepan-Arranged Rail Car Terms

Once "Constructively Placed", railcars can be held up to ten (10) days free of charge. On day 11, a detention charge of 100 USD/CAD per day will be assessed on each railcar until it is released. Detention charges will be calculated and billed on a quarterly netting basis.

Other Incremental Freight Expenses

Incremental freight expenses include truck spotting, redelivery, layover, pickup empty / bobtail, and other services provided with an actual cost and an admin fee of \$50 each item.

Returned Material

Stepan Company recognizes that on occasion, you may need to return previously purchased stocked material.

- Your OMR will facilitate the return process.
- Your return must be pre-approved.
- Return authorization paperwork must accompany all returns.
- Return fees are application for all customer requested returns.

Made-to-Order Products

Made-to-order products are not accepted for return.

Returned Material

Made-to-Stock Products

Pails and partial containers are not acceptable for return.

| Product Type | Original Shipping Container | Requirements | Material Age | Restocking Charge |
|--------------------|---|---|--|--|
| Bulk Materials | Tank truck, isotainer, railcar | Product must have remained in the original shipping container. | N/A | 300 USD/CAD plus applicable return freight |
| Packaged Materials | Drums, IBCs , super sacks & pallets of bags | The following conditions apply: <ul style="list-style-type: none"> ▪ Unopened ▪ Undamaged, including free from dents, rips, holes, etc. ▪ Seals intact ▪ Clean and rust-free ▪ Original labels attached ▪ No additional customer markings, such as stencils or labels applied | Returned within 12-months of receipt | 25% of the original invoice amount plus applicable return freight |
| | | | Returned after 12-months but within 18-months of receipt | 50% of the original invoice amount plus applicable return freight |
| | | | Returned after 18-months of receipt | 100% of the original invoice amount plus applicable return freight |

Invoicing and Payments

Invoices

Your order will invoice within twenty-four (24) hours of shipment from our plant. Stepan Company will send your invoice via EDI, standard mail or email.

Payments

Stepan's standard methods of payment receipt include Automated Clearing House (ACH) or wire transfer.

A line of credit will be established upon approval of your [credit application](#).

Stepan Company Accounts Receivable

Phone: (847) 446-7500

Fax: (847) 446-2843

Email: ar@stepan.com



Additional Information

Quality Management

Stepan Company is ISO 9001:2015 certified.

Your satisfaction with the product and services you receive from Stepan and our affiliates is important to us.

Please contact your OMR with any questions or concerns.

North American Technical Service Department

Technical Service manages our commercial sample order placement process and works closely with our fulfillment centers to ensure timely delivery of sample shipments. We assist our direct sellers, authorized-distributors and customers with Stepan product recommendation, formulation guidance and troubleshooting, surveys/questionnaires, certification statements and technical training upon request. Technical Service are content managers of Stepan website and many documents such as our U.S. OSHA GHS-compliant safety data sheets, technical bulletins and marketing brochures can be found directly on our website at www.stepan.com.

North American Technical Service
Phone: (800) 745-STEP (7837) U.S. & Canada
Email: techserv@stepan.com
Stepan website: www.stepan.com
Hours: 7:30 AM to 5:00 PM Central Time

The information contained herein is based on the manufacturer's own study and the works of others and is subject to change without prior notice. The information is not intended to be all-inclusive, including as to the manner and conditions of use, handling, storage or disposal or other factors that may involve additional legal, environmental, safety or performance considerations. Nothing contained herein grants or extends a license, express or implied, in connection with any patents issued or pending of the manufacturer or others, or shall be construed as a recommendation to infringe any patents. STEPAN COMPANY MAKES NO PRODUCT WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR USE, EXPRESS OR IMPLIED, AND NO OTHER WARRANTY OR GUARANTY, EXPRESS OR IMPLIED, IS MADE, INCLUDING AS TO INFORMATION REGARDING PERFORMANCE, SAFETY, SUITABILITY, STABILITY, ACCURACY, COMPLETENESS, OR ADEQUACY. Stepan Company (and its employees, subsidiaries and affiliates) shall not be liable (regardless of fault) to the vendee, its employees, or any other party for any direct, indirect, special or consequential damages arising out of or in connection with the accuracy, completeness, adequacy, furnishing, use, or reliance upon information provided herein. The vendee assumes and releases Stepan Company (and its employees, subsidiaries and affiliates) from all liability, whether in tort, contract or otherwise to the fullest extent possible under the relevant law.