

## Product Shipping

- HEW ships Monday through Friday according to “Request Weeks.” An order is not considered as a “late shipment” unless it ships after the Friday of its request week.
- The legal loaded weight for a flatbed truck is 80,000 lbs maximum.
- HEW will tarp all Common Carrier loads
- Requests for ETAs & PODs should be made via our website [www.huberwood.com](http://www.huberwood.com) and will be answered within 3 business hours.
- The HEW published freight chart for truckload and rail shipments is located on our website [www.huberwood.com](http://www.huberwood.com). The rate chart is updated weekly.
- Orders released and/or shipped late by HEW that span two pricing periods will be subject to the lower of the two pricing periods.
- All shipments should be inspected upon arrival and HEW should be notified within five (5) business days of any shortages, overages, or other nonconformities. Any nonconformity not reported to HEW within this time shall be deemed waived and accepted by the Buyer.

## Plant Shipping Hours

Location	Scale-In Hours	
Easton, ME	7am-3pm	
Crystal Hill, VA	7am-4pm	
Commerce, GA	7am-4pm	
Whites Creek, TN	M-W: 7am-3pm	F: 7am-3pm
Broken Bow, OK	8am-3:30pm	

- Trucks must have weighed in at the scale house prior to the Flat Bed Cut Off time given above.
- Plant address and telephone numbers are posted on our website [www.huberwood.com](http://www.huberwood.com).

## The Huber Principles

**Customer Focus** — Delight our internal and external customers with quality products and unequalled service.

**Excellence** — Do things right and do the right things. Innovate continuously. Take informed risks.

**Respect for People** — Treat people as individuals and partners with dignity and integrity. Commit to honest self-evaluation.

**Ethical Behavior** — Build a company that we will be proud to tell our grandchildren about.

**Safety, Health & Environment** — Take responsibility for our impact on our company, our society and our environment.

**Family Ownership** — Create long-term value for all of the Huber family—shareholders, employees, customers and communities.

**Learning** — Grow profitably, both personally and as a company, through the discovery and application of knowledge.

## Huber Engineered Woods 2011 SERVICE GUIDELINES

In order to provide the most effective, efficient and responsive customer service, Huber Engineered Woods, LLC (“HEW”) publishes periodic Service Guidelines to describe our service commitments and capabilities. *These Service Guidelines are subject to revision as dictated by market conditions.*

### Sales Office

Huber Engineered Woods, LLC  
10925 David Taylor Drive, Suite 300  
Charlotte, NC 28262

Tel. (800) 933-9220  
Fax. (704) 547-9228

### Inside Sales Representatives

HEW Sales Representatives are available between the hours of 8:00am and 5:00pm EST, Monday through Friday.

Kate Andrews, Director  
Teresa VanDyke  
Stephen Dubose  
Navi Hansraj  
Beth Blount  
Stuart Brock  
Michael Oates



## Online Services

Our website [www.huberwood.com](http://www.huberwood.com) is available 24 hours a day, seven days a week. The following can be accessed through the My Huber section with a valid User ID and password:

- Pricing and Freight Rates
- Order Information and Tracking
- Requests for ETAs and PODs
- Daily Shipment Reports
- Mill Information
- Retail Locator
- Literature Requests
- And more!

## 2011 Holiday Closings

Date	Holiday
January 3rd	New Years Day
May 30th	Memorial Day
July 4th	Fourth of July
Sept 5th	Labor Day
Nov 24th	Thanksgiving Day
Nov 25th	Day after Thanksgiving
Dec 23rd	Christmas Holiday
Dec 26th	Christmas Holiday

On these holidays, our sales office will be closed and our mills will not be shipping.

## Product Samples & Literature Requests

- Literature can be ordered through the My Huber portion of [www.huberwood.com](http://www.huberwood.com). Completed literature request forms can be emailed to [wplit@huber.com](mailto:wplit@huber.com) or faxed to (704)731-0753.
- HEW reserves the right to limit quantities of literature and samples.

Customers should allow 7-10 business days for delivery of literature and samples.

## Order Protocol

- Product pricing will be announced on a twice monthly basis by HEW per the Shipping Periods & Price Announcement Dates schedule, and will be effective for the following pricing period.
- ALL contract orders must be placed by 1:00pm EST on Thursday prior to the requested ship week.
- Product mix changes will be allowed through 1:00pm EST each Thursday prior to the requested ship week.
- Minimum order requirements will be full truckload or railcar quantities.
- Order confirmations will be made at time of order placement and/or a weekly Customer Order Confirmation Report will be sent via fax each Friday for customer approval.

## Customer Pick-Up (CPU) Orders

- All CPU orders must be placed with a shippable destination.
- Customer pick up numbers with material release dates are sent via fax on the Friday prior to the ship week.
- Customers wishing to have their CPU tarped by HEW should notify their Sales Representative at the time of order placement. A \$30 charge for this service will be added to the invoice. 6-8' lumber tarps are required.
- When a CPU is over five (5) days from the release date, and spans two pricing periods, the customer will be subject to the higher of the two pricing periods.
- CPU orders must be picked up within five (5) days after release date, or HEW reserves the right to ship the order to the provided destination at Buyer's expense.
- HEW cannot guarantee delivery of orders changed from CPU to common carrier during the actual ship week for that order. In these cases customer will discontinue attempting to arrange transport and HEW will accept the responsibility to cover the load via common carrier. Typically, HEW will be able to secure transportation of the load within five (5) business days after the date change.
- During periods of limited carrier capacity, Huber, at its sole discretion, may limit or decline to accept customer requests to convert CPUs to Huber-arranged common carriers. In this event, customers' recent utilization of HEW logistics will form the basis for allocating limited carrier capacity.

