



# Service Terms and Conditions

Effective 1/13/2026

## ORDER PLACEMENT

- Purchase orders are accepted via EDI, FAX & Online. Emailed orders should be sent to the Customer Service Team responsible for the account's assigned location (see contact information page)
- All purchase orders are processed in accordance with internal compliance guidelines
- Purchase orders must contain the following information for processing:
  1. Purchase order number (required)
  2. Ship to full name, address and phone number
  3. Purchasing agent contact name and phone number
  4. LATICRETE item numbers, quantity, unit of measure & unit price
  5. Customer requested ship date if needed
  6. Detailed shipping instructions or special requests (ex. delivery time, lift gate)
  7. Name of carrier and account number (for collect shipments only)
  8. Bill to Address (third party billing shipments only)
  9. Pallet charges may be applicable

\*Please keep in mind that some Laticrete products may have different lead times. Refer to your price book or contact Customer Service for further details.

## SPECIAL, CUSTOM & ANY COLOR ITEM ORDERS

- Purchase orders are required for processing
- Have specific lead times and will be communicated accordingly
- Are not cancel-able or returnable
- Are not eligible for pick-up, will call, collect or third-party shipping
- Freight charges from the home plant will apply and will be added to the order

## CHANGES TO PURCHASE ORDER PLACED

- Requests to add/remove/change item or quantity from existing purchase orders must be made to Customer Service via email (**see contact information page**)
- Changes to orders may not be possible after the order has been sent to the shipping department. These requests will be reviewed on a case-by-case basis for feasibility. If change is possible, the ship date will be "reset" using the standard ship window calculation
- Change requests made after purchase orders are processed:
  - **Additions** - May be processed on a separate purchase order and sales order with every attempt made to ship along with the original sales order though it may ship on its own with applicable freight cost
  - **Removals/Cancellations** - May be subject to a 10% restock & carrier cancellation ranging from \$250-\$350 if order is picked, packed and/or already scheduled. Orders loaded with the carrier cannot be canceled

## BACKORDERS

- Communicated to customers via automatic electronic backorder notifications email
- Once backorder becomes available, it will ship within 3 business days. It will be combined with an existing order or may ship on its own via prepaid.
- All backorders will remain open unless requested to be canceled via email to Customer Service (see contact information page)



## CUSTOMER PICK UP TIMES (WILL CALLS)

- Purchase orders for pick-up or will call follow a specific set of guidelines and require a LATICRETE sales order number for pick-up
- **Profile & Trims** orders are not available for pick-up or will call
- **Small Orders:** (max 2 pallets or 10 SKUs) will be available to pick-up 24hrs after order confirmation with LATICRETE sales order number
- **Large Orders:** (2+ pallets or 10+ SKUs) will be available to pick-up 3 days after order confirmation with LATICRETE sales order number
- Request a complete copy of Will Call guidelines to Customer Service (**see contact information page**)

## CLAIMS

- Claims about shortages, overages or damages are required to be reported to Customer Service within 5 business days from receipt of shipment (see contact information page). If claim is made after 5 business days from receipt it may be denied
- Credits for claims are subject to approval and will be issued as A/R credit
- Claims require the following information:
  - Purchase order number
  - LATICRETE item #
  - Quantity
  - Reason for claim:
    - **If damaged claim\*:** Receiver must provide supporting photo(s) of damaged product, copy of delivery receipt with noted damage. Receiver must note damage on the carrier's copy of the delivery receipt
    - **If shortage claim\*:** Receiver must sign carrier's copy of the delivery receipt noting shortage of the product

\*If the terms of delivery on the order are Third Party Bill or Collect, the consignee is responsible for filing any lost, damaged or shortage claims with their carrier. LATICRETE will not be responsible for filing these claims on behalf of the consignee.

## RETURN GUIDELINES

- All product returns require a Return Authorization prior to return
- Return requests must contain the following for processing
  - Original Purchase Order Number
  - LATICRETE Item Number
  - Quantity to Return
  - Reason for Return
- Restock fees apply to all returns as follows:
  - 0% Restock fee for returns requested within 3 days of the invoice date
  - 30% Restock fee applies to returns greater than 3 days from the invoice date
  - 40% Restock fee applies to returns greater than 3 days and where repackaging or rework is required
  - 100% Restock fee applies for returns identified as scrap or expired
- Returns & credits are denied if:
  - Greater than 3 months from invoice date
  - Discontinued or obsolete material
  - Damaged or expired material
  - Identified as scrap
- Customer is responsible for cost of freight on all returns
- Returns are subject to the lowest invoice price charged
- Returns exceeding \$5K are subject to review prior to the issuance of the return authorization
- Return Authorizations (RMA) expire after 30 days of issuance
- Credits for returns are subject to approval and issued as an A/R credit



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## SHIPPING LEAD TIME

- Shipping lead time begins once the order is released from any holds and inventory is confirmed as available
- Standard shipping windows:
  - Small Parcel orders ship within 1 day business day
  - Less Than Truckload (LTL) & Truckload (TL) orders ship within 3 business days
- Orders received after 4pm (service plant local time) will be considered received the following business day
- Weekends and company-observed holidays are excluded from shipping lead time calculation
- Shipment Classifications and Equipment:
  - **Small Parcel:** < 150 LBS & not hazardous. For Profiles & Trims, orders less than ten tubes, approx. 400-600 Profiles
  - **Less Than Truckload orders (LTL):** <19,400 LBS or up to 10 pallets: lift-gate & pallet jack could be requested but it is not guaranteed. For Profiles & Trims orders of more than ten tubes or containing oversized items such as 10ft profiles may ship LTL or TL
  - **Truckload orders (TL):** >19,400 LBS or more than 10 pallets. Lift-gate, pallet jack, moffett or forklift are not available and will not be provided as part of delivery
  - **Full Truckloads orders:** are classified as >40K LBS or 24 pallets

LATICRETE does not provide unloading equipment for shipments. It is the customer's responsibility to ensure appropriate equipment and personnel are available to receive shipment.

## DELIVERY

- FOB LATICRETE Servicing Plant. Distributor to be charged for all surcharges per PAA terms (droff-offs, fuels, freight, etc.)
- Orders returned to LATICRETE due to Customer's inability to accept or unload are subject to re-consignment fees. Detention or holding fees will be charged back to the customer
- Please note that if the terms of delivery on your order are Third Party Bill or Collect, the consignee is responsible for filing any lost or damaged claims with their carrier. LATICRETE will not be responsible for filing these claims on behalf of the consignee
- LATICRETE is not liable for transit delays once goods leave the shipping facility

## FREIGHT CHARGES

- LATICRETE reserves the right to determine the optimal shipping method and select the preferred carrier for each order based on rates and carrier restrictions
- Freight will be applied to orders as applicable per PAA agreements if any, if no PAA agreement, freight will be added to the purchase order

## FUEL SURCHARGES

- Fuel Surcharges will be added to the purchase order as FUELSC if applicable
- % of Net Charges
  - Ship From NC, CT, IN, TX, PA = 34%
  - Ship From CA, FL, GA & OR = 30%

## ADDITIONAL APPLICABLE CHARGES

- Liftgate & pallet jack charge \$100
- Driver assistance charge \$100
- Residential delivery charge \$100

## COMPLIANCE

You shall comply with all laws, rules, orders and regulations of governmental authorities applicable to the sale of products by LATICRETE to customer, including all applicable anti-corruption and export control laws of the United States and any other jurisdiction applicable to your activities

## NOTIFICATIONS

- Electronic Order, Shipping & Backorder Acknowledgements are available, contact Customer Service ([see contact information page](#)) to update your contact information or for any inquiries
- All invoices are sent electronically automatically through Versapay to the accounts payable contact email on file. Payments can be made online through Versapay link included in invoice emails, via ACH, or paper check to lockbox. If you have questions, please contact: [latocretear@laticrete.com](mailto:latocretear@laticrete.com)
- Terms and conditions are subject to change. Please contact your Sales or Customer Service Representative for the latest version ([see contact information page](#))

## PAYMENT TERMS

- Past due accounts are subject to 1.5% per month charge and will be placed on Collect on Delivery or Collect in Advance.

## PROFILES & TRIMS SERVICE TERMS AND CONDITIONS

- Profiles & Trims orders follow the standard terms above, except for the freight terms and additional conditions noted below:
  - All freight charges are calculated based on the order's MSRP (Manufacturer's Suggested Retail Price), not discounted or negotiated price
  - Shipping/Freight Charges are as follows:

US - SHIPMENTS (USD)					
MSRP	UP TO \$500	\$501-\$999	\$1000-\$1999	\$2000-\$2999	≥ \$3000
Ground Parcel Fee	\$55.00	\$85.00	\$110.00	\$140.00	FREE
Ground Accessories Fee	\$35.00	\$85.00	\$110.00	\$140.00	FREE
10ft Profiles (LTL/TL) Fee	\$400.00	\$400.00	\$400.00	\$400.00	FREE
Next Day Air Fee	\$165.00	\$250.00	\$330.00	\$415.00	Priced at Shipment
Second Day Air Fee	\$130.00	\$190.00	\$255.00	\$310.00	Priced at Shipment
Express Accessories Fee	NDA/SDA FEE	NDA/SDA FEE	NDA/SDA FEE	NDA/SDA FEE	Priced at Shipment

CANADA SHIPMENTS (CAD)					
MSRP	UP TO \$500	\$501-\$999	\$1000-\$1999	\$2000-\$2999	≥ \$3000
Ground Parcel Fee	\$85.00	\$110.00	\$165.00	\$220.00	FREE
Ground Accessories Fee	\$45.00	\$110.00	\$165.00	\$220.00	FREE
10ft Profiles (LTL/TL) Fee	\$525.00	\$525.00	\$525.00	\$525.00	FREE
Next Day Air Fee	\$220.00	\$330.00	\$415.00	\$525.00	Priced at Shipment
Second Day Air Fee	\$165.00	\$250.00	\$330.00	\$440.00	Priced at Shipment
Express Accessories Fee	NDA/SDA FEE	NDA/SDA FEE	NDA/SDA FEE	NDA/SDA FEE	Priced at Shipment

### Additional Profile & Trims Conditions:

- Profile Orders with delivery options of Will Call, Customer Pick-up, Collect or Third-Party billing are not available
- Oversized Items: Orders containing product with oversized dimensions such as 10ft profiles are not eligible for standard or express freight programs. See above table for flat rates
- Third-Party/Drop-Ship Orders: Orders shipped to an alternate destination are subject to 10% handling fee, calculated based on the order value
- Freight Charges: All freight fees are subject to change without prior notice. For most current information, please refer to our website or contact Customer Service ([see contact information page](#)).



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DEPARTMENTS	PHONE/FAX/EMAIL
<b>Customer Service - North America:</b> For order inquiries within the United States and Canada	
Bethany, CT	Phone: +1.800.243.4788 / Fax: +1.203.393.0016 Email: <a href="mailto:bethanycs@laticrete.com">bethanycs@laticrete.com</a>
Hamlet, NC	Phone: +1.866.290.0019 phone / Fax: +1.910.582.8417 Email: <a href="mailto:nccustomerservice@laticrete.com">nccustomerservice@laticrete.com</a>
West Palm Beach, FL	Phone: +1.800.777.9235 / Fax: +1.561.844.4669 Email: <a href="mailto:westpalmbeachcs@laticrete.com">westpalmbeachcs@laticrete.com</a>
Grand Prairie, TX	Phone: +1.800.666.4237 / Fax: +1.972.660.5365 Email: <a href="mailto:txcustomerservice@laticrete.com">txcustomerservice@laticrete.com</a>
Corona, CA	Phone: +1.800.825.8510 / Fax: +1.844-583-9263 Email: <a href="mailto:coronaorderdesk@laticrete.com">coronaorderdesk@laticrete.com</a>
Lebanon, OR	Phone: +1.888.825.0507 / Fax: +1.503-290-7962 Email: <a href="mailto:orcustmerservice@laticrete.com">orcustmerservice@laticrete.com</a>
Indianapolis, IN	Phone: +1.800.999.3701 / Fax: +1.317.298.4237 Email: <a href="mailto:incustomerservice@laticrete.com">incustomerservice@laticrete.com</a>
SPARTACOTE®	Phone: +1.800.900.8165 Email: <a href="mailto:spartacoteorders@laticrete.com">spartacoteorders@laticrete.com</a>
SUPERCAP®	Email: <a href="mailto:supercaporders@laticrete.com">supercaporders@laticrete.com</a>
STONETECH®	Email: <a href="mailto:stonetechorders@laticrete.com">stonetechorders@laticrete.com</a>
Profiles & Trims	Email: <a href="mailto:profileorders@laticrete.com">profileorders@laticrete.com</a>
<b>Customer Service – International:</b> For order inquiries outside the United States and Canada Profiles	Phone: +1.203.393.4510
<b>General Information:</b> For general inquiries within the United States, Canada and International.	Phone: +1.800.243.4788
<b>Marketing Info System:</b> For questions regarding websites, web applications or mobile applications	Phone: +1.203.393.4607
<b>Marketing:</b> For inquiries regarding marketing tools and support	Email: <a href="mailto:marketingsupport@laticrete.com">marketingsupport@laticrete.com</a>
<b>Sales - North America:</b> For sales inquiries within the United States and Canada	Phone: +1.203.393.3722
<b>Sales - International:</b> For sales inquiries outside the United States and Canada	Phone: +1.203.393.4502
<b>Technical Services:</b> For questions related to product installation	Phone: +1.800.243.4788 x1235 / Fax: +1.203.393.1948 Email: <a href="mailto:technicalservices@laticrete.com">technicalservices@laticrete.com</a>
Accounts Receivable	Email: <a href="mailto:laticretear@laticrete.com">laticretear@laticrete.com</a>