

Effective Date: June 1, 2008

## **NORTH AMERICAN CUSTOMER PICK-UP POLICY AND PROCEDURES**

### **POLICY:**

Alcoa Architectural Products (AAP) allows for approved customer pick-up (CPU) orders at our plant. Customers requesting this service option need to establish the required CPU authorization in advance and must use AAP approved transportation carriers. Please contact your Customer Service Representative (CSR) for your CPU approval.

The AAP CSR will confirm a date for CPU pick-up at the time of order entry. Orders shall be picked up by the scheduled pick-up date. Orders not picked up after 48 hours of the scheduled date may be charged a holding fee of 0.375% per week (1.5% per month) or the order may be canceled and assessed a restocking fee of 15% of the invoice value. The CSR will call to remind customers within 24 hours following a scheduled pick-up that has been missed.

### **Loading Hours:**

7:00 A.M. to 5:00 P.M.  
Monday thru Friday  
50 Industrial Boulevard  
Eastman, GA 31023  
1-800-841-7774

### **Conditions for Vehicle Loading:**

Driver will be required to wear required personal protective equipment and will not be allowed onto the back of his/her trailer without using the available fall prevention equipment.

### **Notice of Intent to Pick Up:**

The customer or its driver must contact the plant and advise the estimated arrival time at least 24 hours before the truck is scheduled to arrive.