



# HUNTER Xci SALES & SERVICE GUIDELINES

## HUNTER PANELS ENERGY SMART POLYISO



<b>Standard Product</b>	4x8 dimensions of non-composite Xci products in thicknesses listed on Hunter Xci published commercial literature are considered “Standard” and may be purchased in full unit quantities, with a minimum 1 unit order.
<b>Custom Product</b>	Xci Ply, Xci Ply (Class A) and Xci NB products are considered “Custom” products and are made to order. A drawing must be signed by customer before production will be authorized for these materials. Due to the custom nature of these materials, these products are sold by the piece and full units are not required.
<b>Non-Standard Product</b>	Includes special lengths beyond 4'x8', and special thicknesses beyond those published on Xci commercial literature. Material must be ordered in full unit quantities. A minimum of a ½ truckload order is required in order to produce. An up-charge will apply for special lengths and/or special thicknesses.
<b>Packaging/Weights</b>	See packaging-weight charts available on Hunter Panels website
<b>Storage Recommendations</b>	See Hunter Panels <i>Storage and Handling</i> Document
<b>Cutting</b>	Non-composite Xci products can be cut to 16" or 24" oc. An up-charge for cutting applies, cut material must be ordered in full unit quantities. Contact customer service for cut charge fees.
<b>Standard Transport</b>	Flatbed Truck, full loads shipping under 700 miles will not be tarped, shipping 701-1000 miles will be tarped at head of truck, shipping over 1000 miles will be fully tarped. All Xci Ply, Xci Ply (Class A) and Xci NB loads will be tarped.
<b>Transport Terms</b>	Full truckloads ship freight prepaid plus applicable fuel surcharge, FOB shipping point
<b>Minimum Orders</b>	Materials must be ordered in full units (see packaging/weight chart) unless otherwise indicated.
<b>Plant Pickup</b>	Pickup of material at our plants is allowed. Please contact customer service for more information.
<b>Partial Truckloads/ Pooling</b>	<p>Orders of 8 units (1/3 truckload) or greater can be placed for pooling, lead times subject to pool availability. Stop over charge of \$100/stop plus pro-rated portion of fuel surcharge will apply. Orders will be pooled using “in-line” destinations. Pooling with destinations that are considered “out-of-line” in mileage or with significant distance between stops are subject to additional freight charges. Less than truckload orders can be shipped with deficit freight plus applicable fuel surcharge. Freight charges to be determined by customer service at time this option is selected.</p> <p>Less than truckload orders can be shipped via LTL carrier, with customer responsible for entire freight charge. Please note that Hunter Panels will not be liable for damage during transit via LTL carrier. LTL charges will be quoted by customer service at time this option is selected. LTL quantity restrictions apply.</p>
<b>Lead Times</b>	Lead times vary with manufacturing location and current business conditions. Typical times for standard items within summer/fall months would be approximately 2 weeks for Xci Foil and Xci CG and approximately 3 weeks for Class A foams and composite products. In winter/spring months additional cure time may apply.
<b>Returns</b>	Typically not accepted. Returns need prior approved consent from Hunter Panels. Any approved returns require an approval code. Freight charges and return/restocking charges would apply. Approved returns must occur within 30 days of original shipment date and material must be in saleable condition. Damaged product will not be accepted or credited.