Customer Service and Delivery Standards

For Customers in Europe, Middle East, Africa
Welcome

For Customers in Europe, Middle East, Africa

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 Customer Service Representative (CSR) will assist you with all phases of order fulfillment.

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Order Placement

Sales orders should be placed preferably by email or through an eBusiness solution.

**Stepan UK**
**Customer Service**
For Surfactant range and deliveries in the UK mainly
Surfactant customers contact Stepan in Europe
Tel: +44-161-338-9000
Email: eucustomerservice@stepaneurope.com
Hours local time:
Monday - Friday : 8:00am to 4:00pm

**Stepan Polska**
**Customer Service**
Polymer range
Polymer customers contact Stepan in Europe
Tel: +48 71 66 66 012 / Tel: + 48 71 66 66 016 / Tel: + 48 71 66 66 018
Email: plcustomerservice@stepaneurope.com
Hours local time:
Monday - Friday: 8:00am to 4:00pm

**Stepan France**
**Customer Service**
Surfactant range and deliveries except UK
Surfactant customers contact Stepan in Europe
Tel: +33-476-50-51-00
Email: eucustomerservice@stepaneurope.com
Hours local time:
Monday - Friday : 8:00am to 4:45pm
Information required to process your orders

- Date of order
- Delivery address + VAT Nbr for European sites
- Payer address + VAT Nbr for European sites
- Purchasing contact name / phone / email
- Requested delivery date / time
- Stepan product name
- Quantity and unit of measure
- Price per unit of measure
- Incoterm + delivered place
- Consignee name for maritime shipments
- Special requirements / instructions

In case your order is on credit hold, you will be notified. If you need support, please contact your Stepan sales manager. Your order will be processed once credit is resolved.

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.

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 ebusinessforcustomers@stepan.com
Order Management

Standard Lead Time
Please consider our Standard Lead Times when planning for your forecasted demand in a standard demand level.

Lead time is defined as the time between order receipt and shipment, excluding Saturdays, Sundays and 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. Transit time will be provided in the sales offer.

Lead Times are days prior to shipment for orders received before 2:00pm local time.

<table>
<thead>
<tr>
<th>Lead Time Examples</th>
<th>Mon</th>
<th>Tues</th>
<th>Wed</th>
<th>Thurs</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
<th>Mon</th>
<th>Tues</th>
</tr>
</thead>
<tbody>
<tr>
<td>MTS Order - <strong>before 2 pm</strong> - Order placed on Monday - Shipment on the 4th day, Thursday</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MTS Order - <strong>after 2 pm</strong> - Order placed on Monday - Shipment on the 4th day, Friday</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MTS Order - <strong>before 2 pm</strong> – weekend - Order placed on Thursday - Shipment on the 4th day, Tuesday</td>
<td>1</td>
<td>2</td>
<td></td>
<td>3</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**MTS Order Examples**
- **before 2 pm** - Order placed on Monday - Shipment on the 4th day, Thursday
- **after 2 pm** - Order placed on Monday - Shipment on the 4th day, Friday
- **before 2 pm** – weekend - Order placed on Thursday - Shipment on the 4th day, Tuesday

**Made-to-Stock Products**
Products for which Stepan keeps inventory. Customer order will trigger delivery preparation.

<table>
<thead>
<tr>
<th>Made to Stock Products</th>
<th>Lead Time in days including shipping day</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Direct Customer</td>
</tr>
<tr>
<td>Bulk</td>
<td>4</td>
</tr>
<tr>
<td>Packed</td>
<td>4</td>
</tr>
<tr>
<td>Bulk/Packed - DeepSea</td>
<td><strong>8</strong></td>
</tr>
</tbody>
</table>

**Made-to-Order Products**
Products that are produced on customers request. Customer order will trigger the production demand and the procurement of the needed components.

<table>
<thead>
<tr>
<th>Made to Order Products</th>
<th>Lead Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Packed/Bulk</td>
<td>Refer to your sales offer</td>
</tr>
</tbody>
</table>
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 surcharge per order.

**Made-to-Order Products**
If accepted, these orders will be subject to a surcharge per order plus any additional costs incurred. Please contact your CSR 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 surcharge per change or cancellation.

**Made-to-Order Products**
If accepted, these orders will be subject to a surcharge per order plus any additional costs incurred. Please contact your CSR for details.

<table>
<thead>
<tr>
<th>Made to Stock Products</th>
<th>Surcharge per order within the lead time</th>
<th>Cancellation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Rushed Orders</td>
<td>Changes</td>
</tr>
<tr>
<td>Bulk/Packed and DeepSea</td>
<td>450€</td>
<td>450€</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Made to Order Products</th>
<th>Surcharge per order within the lead time</th>
<th>Cancellation out side of the lead time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Rushed Orders</td>
<td>Changes</td>
</tr>
<tr>
<td>Bulk/Packed</td>
<td>450€ + any additional costs incurred.</td>
<td>450€ + any additional costs incurred.</td>
</tr>
</tbody>
</table>

Fees will be converted in the currency according to your local invoice practices.
Order Management

Standard Order Quantities

Regulation and Process restrictions can apply. Maximum weight per truck allowed by regulations can be recommended. Your CSR can assist you with product specific details.

Made-to-Stock Products

<table>
<thead>
<tr>
<th>Mode</th>
<th>Order Type</th>
<th>Standard Order Quantities</th>
<th>Minimum Order Quantities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bulk Road tanker &amp; Isotank</td>
<td>Standard delivery</td>
<td>22MT</td>
<td>• Orders placed for less than 20 Metric Tonnes are subject to a surcharge of 250€ per order.</td>
</tr>
<tr>
<td>Multi Compartment Trucks</td>
<td></td>
<td>22MT Subject to Truck availability</td>
<td>• Orders with Compartment Trucks are subject to a surcharge of 250€ per order</td>
</tr>
<tr>
<td>Packed</td>
<td>Direct</td>
<td>4 drums/1 pallet</td>
<td>1 IBC</td>
</tr>
<tr>
<td></td>
<td>Distributor</td>
<td>4 drums/1 pallet</td>
<td>1 IBC</td>
</tr>
<tr>
<td>Export</td>
<td>Full Truck Load</td>
<td>88 drums located per pallet of 4 drums</td>
<td>22 IBC</td>
</tr>
<tr>
<td></td>
<td>Container 20’</td>
<td>80 drums located per pallet of 4 drums</td>
<td>18 IBC</td>
</tr>
<tr>
<td></td>
<td>Container 40’</td>
<td>112 drums located per pallet of 4 drums</td>
<td>28 IBC</td>
</tr>
</tbody>
</table>

Fees will be converted in the currency according to your local invoice practices.
## Made-to-Order Products

<table>
<thead>
<tr>
<th>Mode</th>
<th>Standard Order Quantities</th>
<th>Minimum Order Quantities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bulk Road tanker</td>
<td>Production Batch Size</td>
<td>Orders placed between our Standard Order Quantity and our Minimum Order Quantity will incur a surcharge of 250€ No multi-compartment shipments</td>
</tr>
<tr>
<td>No Multi-compartment trucks</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Packed</td>
<td>Production Batch Size</td>
<td>Orders placed for <strong>Production batch size</strong> can include partial packed. Order confirmation will be updated if needed.</td>
</tr>
</tbody>
</table>

Please Refer to your sales offer for product specific details.

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Fees will be converted in the currency according to your local invoice practices.
Delivery Documents
The following documents will accompany your shipments.
- Delivery note
- Certificate of Analysis
- Packing List (packed shipments)

Please contact your CSR regarding export documentation.

Weekend and Public Holiday Specifications
Made To Stock and Made To Order

Delivery
Shipping upcharges generated by requested delivery dates that fall on a public holiday or weekend will be assessed and charged.
Customers will be notified upfront regarding any premium charges.

Loading, Shipping and Transport
Shipping upcharges generated by delivery dates that require material to be loaded, shipped, or transported over a public holiday or weekend will be assessed and charged.
Customers will be notified upfront regarding any premium charges.
Customer Pick Up

Please inform your hauliers that they have to book the loading slot according to the date on the order confirmation to email address below.

<table>
<thead>
<tr>
<th>Address</th>
<th>Contact</th>
<th>Bulk Pick Up Time</th>
<th>Packed Pick Up Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stepan France</td>
<td>CS 20127, Chemin Jongkind, 38341 Voreppe Cedex - France</td>
<td><a href="mailto:vrbooking@stepaneurope.com">vrbooking@stepaneurope.com</a></td>
<td>Mo – Fr 7am - 5pm</td>
</tr>
<tr>
<td>Stepan UK Ltd</td>
<td>Bridge Street Stalybridge, SK15 1PH, Cheshire – UK</td>
<td><a href="mailto:ukplanning@stepaneurope.com">ukplanning@stepaneurope.com</a> +44(0)1613389076</td>
<td>Mo – Fr 7am to 3pm</td>
</tr>
<tr>
<td>Stepan Deutschland</td>
<td>Rodenkirchenerstr. 400 50389 Wesseling - Germany</td>
<td><a href="mailto:webooking@stepaneurope.com">webooking@stepaneurope.com</a> +49(0)22322100216</td>
<td>Mo – Fr 6:30am - 4pm</td>
</tr>
<tr>
<td>Stepan Polska</td>
<td>ul. Urazka 8 a,b,c 56-120 Brzeg Dolny - Poland</td>
<td><a href="mailto:plccustomerservice@stepaneurope.com">plccustomerservice@stepaneurope.com</a></td>
<td>Mo-Sun 24 h export orders (outside EU) Mo – Fr 7am-11am</td>
</tr>
</tbody>
</table>

Missed Appointments

Stepan loading plan does not allow missed appointments. If the carrier does not present the truck on the agreed day, a new appointment will be given, based upon the available loading slots. Any cost generated by this delay will be charged.

<table>
<thead>
<tr>
<th>Material Type</th>
<th>Delay Maximum After Appointment</th>
<th>Surcharge per order after maximum allowable delay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Made To Stock</td>
<td>Bulk</td>
<td>3 hours</td>
</tr>
<tr>
<td></td>
<td>Packed</td>
<td>Same day</td>
</tr>
<tr>
<td>Made To Order</td>
<td>Packed</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bulk</td>
<td>No Customer Pickup</td>
</tr>
</tbody>
</table>

Fees will be converted in the currency according to your local invoice practices.
Safety
Drivers must wear appropriate Personal Protection Equipment (PPE). For Stalybridge, a high visibility outer garment is required. The site safety instructions will be remitted to the driver upon arrival. If you need any further information, please send an email to the booking contacts detailed on page 10.

Reference
Carriers must present the loading reference when arriving on site or they will be rejected.

Customs
In case of customs clearance, loading times may be modified.

Bulk Equipment
Road-tanker and Isotank must be equipped with handrails. Please provide the cleaning certificate.

Packed Equipment
Drivers must arrive with straps to secure the loading.
Cost assigned to customers will be billed to the customer by Stepan. (such as waiting hours, heating, rental and other costs as incurred) The actual cost and 100€ administration fee will be charged.

**Carrier Demurrage and other associated costs**

<table>
<thead>
<tr>
<th>Standard Unloading Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bulk</td>
</tr>
<tr>
<td>Packed</td>
</tr>
</tbody>
</table>

**Standards and Specific needs**

**Standard pallets**
Standard pallets are defined as pallets for 4 drums.

**Standard Seal**

*Surfactant*
From Stalybridge and Voreppe, road tankers are not sealed, with the exception of a transit requiring customs clearance.

*Polyol*
All road tankers (bulk, Isotank) are sealed, IBC's and drums are sealed.

**Standard Marking**
Where applicable, the truck, Isotank, container are marked with the appropriate UN number placard and transport hazard diamond. Packed products are labeled with Stepan product code, Stepan product name, the batch number, the net weight and the risk sentences related to the product(s).

**Additional equipment**
Pump will be provided at a cost of 150 € per shipment.

**Other requests**
They will be evaluated on a case-by-case basis. Please contact your sales rep for details.

Fees will be converted in the currency according to your local invoice practices.
**Returned Material**

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

- Your CSR will facilitate the return process.
- Your return must be pre-approved by Stepan.
- Return authorization paperwork must accompany all returns.
- Return fees are applied for all customer requested returns.

<table>
<thead>
<tr>
<th>Order type</th>
<th>Material</th>
<th>Original Shipping Container</th>
<th>Requirements</th>
<th>Material Age</th>
<th>Return fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Made To Stock</td>
<td>Made To Stock Bulk</td>
<td>Tank truck, isotainer</td>
<td>Product must have remained in the original shipping container.</td>
<td>N/A</td>
<td>300 € plus applicable return freight</td>
</tr>
<tr>
<td></td>
<td>Packed</td>
<td>Drums, IBCs</td>
<td>The following conditions apply:</td>
<td>Returned within 2-months of receipt</td>
<td>25% of the original invoice amount plus applicable return freight</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Unopened</td>
<td>Returned after 2-months but within 6-months of receipt</td>
<td>50% of the original invoice amount plus applicable return freight</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Undamaged, including free from dents, rips, holes, etc.</td>
<td>Returned after 6-months of receipt</td>
<td>100% of the original invoice amount plus applicable return freight</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Seals intact</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Clean and rust-free</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Original labels attached</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- No additional customer markings, such as stencils or labels applied</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Partial packed material</td>
<td>Not accepted</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Return of products exclusively made for a specific customer are not accepted</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Made To Order</td>
<td>Return are not accepted</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Fees will be converted in the currency according to your local invoice practices.**
Invoices
Stepan Company will send your invoice via e-solution, standard mail or email. Fees will be converted in the currency according to your local invoice practices.

Payments
Stepan’s standard methods of payment receipt is wire transfer.

Steapan Company Accounts Receivable
Steapan UK: credit.control@stepaneurope.com
Steapan France: FRcredit@stepaneurope.com
Steapan Polska: placcounting@stepaneurope.com
Samples
To support your development, you can request product through your sales contact. Surfactant sample standard size is 250ml. Special sample sizes can be available on request.

Technical Service
Technical Service can assist you with Stepan product recommendation, formulation guidance and troubleshooting. Surveys/questionnaires, certification statements and technical training can be available upon request. For any request of technical and regulatory documents or marketing brochures, please contact us directly by email.

Technical Service Surfactant
Tel: +33-476-505-160 / +33-476-507-942
Email: tech.service@stepaneurope.com

Technical Service Polymers
Email: polyol-sales@stepaneurope.com

Distribution Network
Stepan has a network of Authorized Distributors. Please visit our website at www.stepan.com or contact the Customer Service Department for a complete list of Authorized Distributors.
Contact Surfactants : sales@stepaneurope.com
Contact Polymers : polyols-sales@stepaneurope.com

Quality Management
Stepan is ISO 9001:2008 certified.
Your satisfaction with the product and services you receive from Stepan and our affiliates is important to us. Please contact your CSR with any questions or concerns.
Stepan Company and its subsidiaries have their own separate identities but in this brochure we may sometimes use "Stepan", "Stepan Company", "we", "our" or "us" when we refer to this group in general or where no useful purpose is served by identifying any particular group company.

In the event of a conflict between your contract with Stepan Company and the Stepan Customer Service & Delivery Standards, your contract will control. Stepan Company may update the Stepan Customer Service & Delivery Standards from time to time. If we do, then we may send you a new brochure and/or publish the Stepan Customer Service & Delivery Standards on our website at www.stepan.com. Stepan S ® and Stepan ® are registered trademarks of Stepan Company, ©2017. Stepan Company. All rights reserved