



CASTROL® CUSTOMER CHARTER

—OUR SUPPLY AND SERVICE STANDARDS

Our Supply and Service Standards cover all aspects of your buying journey and clearly outlines what you can expect from us. Our ambition is simple: we want to give you an easy, straightforward, and reliable customer experience. We want to be clear about exactly how we will provide Castrol products and services, now and in the future. If you have any questions about this document, please do not hesitate to contact your Castrol Sales Representative or Customer Service Team, who will be happy to help.

* This document provides a high level overview of our supply and service standards, and is not legally binding. Conditions set out in any signed agreements or terms and conditions will supersede the contents of this document.



CUSTOMER ORDER



ORDER PLACEMENT

Our goal is to make ordering efficient, accurate and convenient.

Orders are placed on the Castrol Customer Portal

- The Portal enables you to easily place orders online, minimizing order entry errors.
- It keeps track of orders and order history, allows you to check the order status, and print invoices.
- Relevant safety and technical data sheets are available to view and download.



MINIMUM ORDER QUANTITIES

We have refreshed our minimum order quantities (MOQs) in order to ensure we can process and deliver your orders reliably, consistently and efficiently

Minimum Order Quantities:

- Bulk: one full road tanker or a full compartment in a multi compartment tank truck as part of a full bulk truckload.
- Drums and Packaged goods: full packaged truck

Distributors will be charged freight on orders that do not meet the minimum order requirements.



SPECIAL DELIVERY INSTRUCTIONS

Special delivery instructions should be communicated and captured as part of your customer set up or communicated at time of order placement. Some special delivery instructions may affect delivery lead times, incur additional surcharges, or may not be operationally viable for us to perform. A partial list of allowable special delivery instructions include:

Special delivery window within normal business hours	Specific type of truck or preferred carrier	Driver PPE
Specific delivery equipment due to facility constraints	Specific label placement	Extra hoses, pump or air, center or rear unload*
Heat in transit or freeze protected	Stenciling	Over pack requirements*
Extra Plastic wrap on pallets	Multiple delivery points that are preapproved (Max 2)	Additional Customer label requirements*

* Extra charges may apply

CASTROL CUSTOMER CHARTER – OUR SUPPLY AND SERVICE STANDARDS



DELIVERY DOCUMENTATION

Standard delivery documentation will be provided free of charge. Certificates of analysis are provided upon request and should be requested at order placement or as part of your customer set up. Non-standard delivery documentation must be requested in advance of placing your order and may be subject to additional charges. There is no charge for any documents required due to legal requirements.



ORDER MANAGEMENT



ORDER RECEIPT

Portal orders will generate an order receipt acknowledging that your order was received.



DELIVERY CONFIRMATION

Delivery confirmation is sent via email confirming your order details and advising you of a shipping date.



ORDER CHANGES

If operationally viable, order changes for stocked items can be made up to 2 working days after initial order placement. Changes can be made via e-mail or phone. Changes made to orders after 2 working days will result in a new delivery date or be considered a rush order. Order changes for made-to-order products are not possible once production has commenced.



ORDER STATUS

You can view the current status of your order including items ordered by either logging into your Portal online account or by contacting customer service.



BACK-ORDER MANAGEMENT

If any item on your order is out of stock, we will work with you to determine the best way to manage the backorder. Truckload orders will not be delayed as a result of the backorder unless the customer agrees to the delay. Freight charges for backordered items will not be paid by Castrol if the original order did not include freight.

CASTROL CUSTOMER CHARTER – OUR SUPPLY AND SERVICE STANDARDS



DELIVERY



DELIVERY LEAD TIMES

Delivery lead time is defined as the time from order placement to delivery to customer

Basic offer Stocked Products	Order to Ship 5 WD's + Transit Time
Non Stocked - Bulk	Order to Ship 7 WD's + Transit Time
Non stocked Drummed / packaged	Order to Ship 45 WD's +Transit Time
Imports	Order to Ship 45 to 90 days +Transit Time
Specialty Greases	Delivery Lead times vary please check with customer service

*WD = working days.



RUSH ORDERS

Rush orders will be accepted if deemed operational viability. An administration surcharge of \$250 will apply. You will be advised prior to delivery if additional costs are incurred to expedite the order.



UNLOADING ARRANGEMENTS

Please communicate any site specific safety regulations to the driver upon arrival and accompany them during the unloading operation. In the interests of Health and Safety, please ensure that your delivery site adheres to the latest storage regulations and that there is clear and safe access to all delivery points.



INVOICING & STATEMENTS

All invoices will be available on the customer portal with email notifications. Statements will be sent electronically via email if requested.



PAYMENTS & CREDIT



PAYMENT METHOD

Subject to local legislation, all payments are to be made electronically, preferably via direct debit where available. For any other methods, please contact the credit department.



CREDIT LIMIT & CREDIT PERIOD

We want you to have full transparency into our payment and credit policy. Notifications of any credit limit changes will be sent. Your credit period (payment term) is printed at the bottom of your invoice.



OVERDUE & DEBT MANAGEMENT

If you exceed your credit limit or have overdue payments, we will not be able to confirm, release or deliver your order. If you are unsure of your credit limit or credit period, please contact the Credit Department who will be able to advise you.



CUSTOMER SUPPORT



COMPLAINTS

Please email complaints to **customer service**. Please include the following:

- Product information
- Lot number if known
- JDE order number if known
- Reason for complaint /Problem description
- Any other pertinent information including photos

Complaints will be investigated and a final resolution letter will be sent. Final response times will vary based on each individual circumstance but it is our goal to resolve within 30 days.



GOODS RETURN

There is no charge for returning goods if the lubricants delivered did not match the order, were of defective quality, or were damaged at the time of delivery and arrive in an unsaleable condition. Requests should be made upon receipt of delivery or within 5 working days of receipt of goods whenever possible.

If the product was delivered as per the order and in good condition but customer still wished to return the item, Castrol will charge a 25% restocking fee and return freight. Please note, in this situation Castrol will only take back items that are in the original sealed containers, within its shelf life, current formulation, and in saleable condition. Made to order products will not be accepted.

All returns must be preapproved with a return authorization.



TECHNICAL SUPPORT

General information and basic technical support is available free of charge through the following channels:

- Our Castrol website – **www.castrol.com**
- Online – via your Portal account

Should you require more advanced technical support, please contact your Sales Representative or Customer Service Representative who will be happy to assist you.