

CASTROL CUSTOMER CHARTER

- OUR SUPPLY AND SERVICE STANDARDS -



IT'S MORE THAN JUST OIL. IT'S LIQUID ENGINEERING.



		DIRECT		DISTRIBUTOR	
ORDER PLACEMENT	METHOD OF PLACING ORDER	EDI, Email, Phone		Portal	
	MINIMUM ORDER QUANTITY: BULK	Full tanker ¹			
	MINIMUM ORDER QUANTITY: DFF / MINI-BULK	150 gallons bulk , 55 gallons packaged ²		N/A	
	MINIMUM ORDER QUANTITY: DRUMMED	55 gallons, drummed and packed combined or minimum order value of \$600		Full truck load (38,000 pounds) Approx. 22 pallets	
	MINIMUM ORDER QUANTITY: PACKED				
	SPECIAL DELIVERY INSTRUCTIONS	Request should be captured in customer set up or made at time of order (fees may apply for nonstandard requests)			
	DELIVERY DOCUMENTATION	Request should be captured in customer set up or made at time of order (fees may apply for nonstandard requests)			
ORDER MANAGEMENT	ORDER RECEIPT / ACKNOWLEDGEMENT	Order acknowledgement not available at this time for most customers – post Nike enhancement		Order receipt for portal orders	
	DELIVERY CONFIRMATION	Order details and estimated delivery date sent within 1-2 working day			
	ORDER CHANGES	Should be requested via email, up to 2 working day from order placement otherwise delivery date will reset otherwise will be charged rush order fees (must be operationally viable)			
	ORDER STATUS	Available via email		Available via Portal or email	
	BACK ORDER MANAGEMENT	Flexible delivery arrangements			
DELIVERY	DELIVERY LEAD TIME: STOCKED	5 work days + transit time ³ (DFF w/in 5 WD) Export: 45 work days + transit time		5 WD + transit time ³ Export: 45 work days + transit time	
	DELIVERY LEAD TIME: NON-STOCKED	Bulk: 7 WD + Transit time. Packaged: Up to 45 work days + transit time Imported items: 45- 90 days (some specialty greases may be longer)			
	RUSH ORDERS	Subject to surcharge of US \$250 plus any extraordinary shipping costs (must be operationally viable)			
	UNLOADING ARRANGEMENTS	Site specific safety regulations must be communicated to the driver upon arrival. Driver must be accompanied during bulk unloading. Customer must ensure that the delivery site adheres to the latest storage regulations and that there is clear and safe access to all delivery points.			
BILLING	INVOICING	EDI, hard copy, and other electronic options available. Post Nike 100% electronic invoicing.		Invoices are available on the customer portal	
	STATEMENTS	If requested monthly statements available via email or hard copy. Post Nike – electronic statements will be sent			
PAYMENT & CREDIT	PAYMENT METHOD	Electronic (Direct Debit preferred)			
	CREDIT LIMIT	Available upon request via email to the AR department			
	CREDIT PERIOD	Available on invoice			
	OVERDUE PAYMENTS & DEBT MANAGEMENT	No confirmation / release of orders			
CUSTOMER SUPPORT	ENQUIRIES & COMPLAINTS	Complaints will be investigated and final resolution will be shared with the customer when appropriate.			
	GOODS RETURN	5 day notice period / 20 days if container shipment / Charges may apply ³			
	BASIC TECHNICAL SUPPORT	Access via Portal, email, Castrol website, Customer Service and Technical Support teams			

¹ May be a multi compartment tank truck. < MOQ surcharge direct customers= \$250, < MOQ surcharge distributor = responsible to pay freight

² \$50 surcharges for DFF orders under MOQ

³ Free of charge if Castrol fault. All other returns to be charged 25 % restocking fee plus return freight. 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.

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