



Service Guidelines Air Distribution and Mechanical Technical Insulation

North America • Effective Date: January 2026

Service Guidelines

The Owens Corning Service Commitment

Owens Corning Sales, LLC ("Owens Corning") is committed to being the undisputed leader in reliable service. These service guidelines are designed to enable us to provide the highest level of service to our customers. For general service inquiries, please log in to our Customer Portal for the most up-to-date information. You may also contact your Customer Service Team at:

Customer Service Team	Email	Phone
Air Distribution	AirDistribution@owenscorning.com	844-512-5892
Mechanical	Mechanical@owenscorning.com	800-328-7617
Metal Building Insulation (MBI)	OCMBI@owenscorning.com	866-846-1692
Flexible Duct Media (FDM)	OCFDM@owenscorning.com	855-576-5049

Owens Corning Customer Portal

Owens Corning provides solution-focused customer service. The Customer Portal is a valuable resource that enhances ease of doing business by providing on-demand information. It is a simple, online solution that allows 24/7 access to order tracking, order details, documentation, lead time changes, and more. This tool offers secure visibility across your team and is a quick way to access immediate information. If you do not already have an account, registration is quick and easy. Please visit the link today <https://www.owenscorning.com/customerportal/registration/new>.

Ordering and Lead Times

Ordering Guidelines

Orders may be placed via EDI, email, the Customer Portal, Electronic Order Form (EOF), or telephone. Owens Corning encourages early order placement to help ensure product availability and transportation carrier capacity.

Lead times are based on the following criteria:

- The order is received by Owens Corning Customer Service and contains all information required for processing.
- A full load for one customer is complete and the truck is released.

Incomplete order information may result in shipment delays. The following information is required at the time of purchase order (PO) placement (additional details provided below):

- Delivery address
- Delivery contact name and phone number
- Customer purchase order number
- Customer requested delivery date
- Order sized to a full truckload (TL)
- Varied item selected (minimum of one)
- SAR number or accurate pricing

Delivery dates can only be provided once a purchase order has been received and confirmed.



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Shipment Lead Times:

Lead time is defined as the number of business days between order creation and shipment. Our goal is to meet our customers' requested delivery dates while maintaining consistent and reliable lead times for standard products. Actual delivery dates may vary from standard lead times based on length of haul. Extended lead times may occur during periods of allocation or due to other business circumstances or events beyond Owens Corning's control.

Standard Technical Insulation product lead times are available on Owens Corning's Customer Portal website (<https://owenscorning.com/customerportal>).

While many standard products are stocked nationally, some are stocked only on a regional basis. Please refer to the Electronic Order Form (EOF) available on Owens Corning's website for applicable sizes and available quantities (<http://commercial.owenscorning.com/eof/>).

Made-to-Order (MTO) products are not stocked and are produced only after a completed purchase order is received from the customer. Some MTO products may require full truckload orders; please refer to the Electronic Order Form (EOF) on Owens Corning's website for required quantities (<http://commercial.owenscorning.com/eof/>). Owens Corning will make every effort to produce products according to customer requirements; however, overages of up to 10% may be shipped and billed to the customer.

MTO products may be priced based on volume. Please contact your local Area Sales Manager for pricing details. All MTO orders must have a customer confirmation date (CCD) established prior to production. Once a customer confirmation date (CCD) has been provided, the ship date and quantity cannot be modified. Returns are not permitted for MTO products. When produced, MTO products ship complete.

For new MTO product codes that need to be added or developed, please contact your Area Sales Partner for additional information.

Extended lead times may occur during periods of planned availability or due to other business circumstances or events beyond Owens Corning's control.

Customer Requested Delivery Dates

All orders must include a specific customer requested delivery date (CRD) or a pick-up date. Orders placed via the Electronic Order Form (EOF) or email with a same-day or next-day ship request will default to Owens Corning-defined shipment lead times.

Confirmation Dates

The customer confirmation date (CCD) is the date an order is scheduled to be delivered to the specified shipping location. For orders shipping via intermodal or LTL carriers, the confirmation date reflects the planned departure date from the servicing location. If a customer pickup (CPU) is requested, the confirmation date is the date the order is scheduled to be picked up from the servicing location.

Accepted orders are confirmed via written order confirmation within 48 hours, unless the order is on credit hold. Order confirmations are available 24/7 through the Owens Corning Customer Portal and may also be provided via EDI or email upon customer request.

For timed orders, the carrier will not call to confirm the delivery time. For untimed or intermodal orders, the carrier will call to verify receiving hours.



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Change Orders

Changes to existing orders (including line-item changes, date changes, ship-to changes, and changes to the method of shipment) may be requested up to 48 hours prior to the scheduled shipment or pickup time. All change requests must be submitted to your Customer Service team prior to shipment and are subject to review and approval. Order changes may impact the original delivery or pickup date, may result in delays, and may include a Truck Order Not Used (TONU) charge.

Minimum Line-Item Order Quantities: Technical Insulation

For standard products, the minimum line-item quantity is one full unitized package. For Made-to-Order (MTO) products, minimum order quantities vary by product. Your Customer Service Team or the Electronic Order Form (EOF) (<http://commercial.owenscorning.com/eof/>) can provide additional details.

Vary Item (Trailer Optimization)

Owens Corning will load orders to maximize trailer utilization. To support this, all orders require the designation of a vary item, except for job site shipments or LTL shipments paid for by the customer. The vary item is the line item whose quantity may be adjusted up or down to optimally fill the trailer.

At the time of order placement, customers will be asked to specify a vary item. If no vary item is identified, Owens Corning will determine the vary item(s). Any deviation requests are subject to additional charges.

Order Cancellation

MTO and Non-standard MTO products cannot be canceled once a customer confirmation date (CCD) has been provided. Standard order cancellations must be submitted 48 hours prior to planned ship / pick up.

Re-consigned Shipments

A re-consigned shipment is defined as a shipment in which the final delivery destination is changed after the shipment has been loaded, is en route, or has arrived at the destination but has not yet been unloaded. Every effort will be made to accommodate re-consignment requests; however, any re-consignment charges will be invoiced to the requesting customer.

If the shipment cannot be re-consigned and the material is returned, a credit will be issued less a 10% restocking charge (minimum \$100), plus applicable freight charges. All return freight costs will be paid by the customer, and the return destination—either the original shipping facility or the manufacturing facility—will be determined by Owens Corning.

Delivery / Customer Pick Ups

Transportation Arrangements

Owens Corning will arrange transportation on behalf of customers, except for customer pickups. Owens Corning partners with carriers that meet stringent internal safety, quality, and service standards. All shipments are based on full truckload quantities, and the mode of transportation is selected by Owens Corning. Pricing is established accordingly, and any deviations may incur additional fees.

Minimum Shipment

The minimum overall order quantity is the equivalent of a quarter truckload (25%). The maximum truckload equivalent for a partial order is 75%. Orders exceeding 75% must be filled and shipped as a full truckload, or the customer will be responsible for deficit freight charges.



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Partial Shipments

Owens Corning's standard offering is a single-order shipment delivered using the most efficient method. Deviations from this standard offering require additional handling and/or costs to execute and are subject to a \$100 partial order fee.

Partial orders are defined as:

- 1) Shipments that require multiple stops, or
- 2) Minimum-quantity orders that Owens Corning is asked to consolidate with other orders (multiple orders per truck)

Owens Corning will make every effort to consolidate partial truckload shipments with other customer orders and ship them at the earliest possible match date. To improve the likelihood of consolidation, partial orders of approximately 50% of a truckload are recommended.

A maximum of two stops is permitted per truckload shipment (one intermediate stop and one final stop). The distance between stops must be less than 150 miles, and regardless of distance, both stops must be received on the same day. Owens Corning will determine the order of stops, and any intermediate stop must be reasonably within the route (in line between the shipping point and final destination).

Once an order has been consolidated, change and cancellation fees will apply. If Owens Corning has not yet consolidated the order, the customer may cancel or modify the order without a change or cancellation fee.

If no consolidation opportunity becomes available, customers will be contacted to select one of the following alternatives:

- Ship the order as is via LTL or ship deficit freight paid by the customer
- Add to the order to create a full truckload shipment
- Cancel the order
- Continue waiting for a consolidation match
 - If no match is found within 21 days, the order will be canceled

LTL Shipment for Standard Technical Insulation Products

Less-than-truckload (LTL) shipments are available. Owens Corning can provide LTL freight rates based on the shipment size requested. Freight rates are estimated based on product weight, volume, and additional handling requirements; therefore, an over-the-road carrier may be the more cost-effective option in some cases.

Freight estimates will be provided to the customer for approval prior to arranging the shipment. Once approved, freight charges will be added to the invoice and paid by the customer. Because freight is paid by the customer for LTL orders, no additional rush fee will be applied. All other applicable order change fees will continue to apply.

Owens Corning does not offer timed deliveries for LTL shipments. For standard LTL shipments, Owens Corning cannot guarantee a delivery date. For guaranteed LTL shipments, Owens Corning can provide a delivery date for a premium freight rate.

If an order is too large to ship via LTL, Owens Corning may source a full truckload and apply a **deficit freight fee** that is prorated to cover unused trailer space.



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Returned Shipments

A returned shipment is defined as an order that is returned or canceled by the customer after the shipment is in transit or has been received. All returns require a Return Authorization Number (RAN).

Please contact the Owens Corning Returns Department at 1-877-569-5221 to obtain a Return Authorization Number. A credit will be issued, less a 10% restocking charge (minimum \$100), plus applicable freight charges. All return freight costs will be paid by the customer, and the return destination—either the original shipping facility or the manufacturing facility—will be determined by Owens Corning.

Returns will be accepted only if the product was shipped within the last 90 days, is in unit quantities, and is in a condition deemed suitable for resale. No charges will apply to returns resulting from an Owens Corning error.

Customer pick up

Customer pickups (CPU) are orders in which the customer requests to pick up the order at an Owens Corning servicing location using their own transportation arrangements. The minimum CPU quantity is one unitized package. Customer Service will confirm the pickup date and location based on applicable lead times, and this information will be included on the order confirmation document. If an order is not picked up within 24 hours of the scheduled date, the order will be canceled. CPU allowances are based on the average freight costs to service the specified destination and are prorated based on order size. Cross-border CPU shipments are not permitted.

CPU orders must schedule an appointment with the warehouse within available warehouse hours prior to pickup. All CPU vehicles must be capable of securing to loading docks and must allow for safe entry and exit by loading equipment. Owens Corning reserves the right to reject any vehicles or equipment deemed unsafe for loading.

Owens Corning will not move or stack non-Owens Corning product already on the vehicle, which may reduce the quantity that can be loaded. If the trailer used for pickup differs from the trailer communicated at order entry, Owens Corning may be unable to load the full order quantity. Any product that cannot be loaded onto the CPU trailer will be canceled, and a new order will be required. The material selected to vary will be determined at Owens Corning's discretion.

Detention Charges

All Owens Corning carriers allow two hours of free time for unloading full truckload shipments. After the initial two-hour period, detention charges may be assessed at a rate of \$60 per hour until unloading is complete.

Timed Deliveries

A timed delivery is an order for which Owens Corning commits in writing to deliver on a specific date and within a defined delivery window of 60 minutes. Timed deliveries are available only for full truckload shipments. If a timed delivery is required, the request must be communicated at the time of order entry.

Intermodal and LTL deliveries are not eligible for timed delivery. Orders that include drop trailers are also not accepted as timed deliveries.

Job Site Shipments (U.S. only)

Job site shipments are deliveries made directly to a specific job site location requested by the customer (U.S. only). Truckloads may be split between a job site and a customer's warehouse and are subject to the \$100 partial order fee referenced above.

To ensure successful delivery to a job site, customers must provide complete contact information at the time of order entry, including the contact name, telephone number, and specific delivery location. Upon successful confirmation of this information, the carrier will deliver to the job site as scheduled. Please note that if the carrier is unable to successfully contact the designated job site contact, the load will not be delivered.



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Drop Trailers

Drop trailers are an additional service provided by the carrier in which a trailer loaded with product is delivered to the site and remains on-site until unloading is complete. Drop trailers are not included as part of Owens Corning's standard service offering and are available only from the customer's default Owens Corning servicing location.

If a drop trailer is required, prior approval must be obtained and additional charges will apply. To receive a quote for a drop trailer, the delivery location, number of trailers required, and expected duration must be provided. Orders that include drop trailers are not eligible for timed delivery.

Fuel Surcharge (U.S. ONLY)

Owens Corning includes a fuel surcharge on all building insulation orders to help pass-along additional savings and costs associated with additional surcharges from our freight suppliers related to fuel. This fuel surcharge is based on the US #2 Diesel 60-day average retail price as published by the Department of Energy. The fuel surcharge will be prorated for split shipments. The following schedule can be used to determine the rate. Owens Corning will continue to monitor the US #2 Diesel and will communicate any required adjustments at an appropriate time.

US Diesel #2 - \$/GAL	Fuel Surcharge fee per invoice			
Rolling 60-Day Average	Full Truckload	1/2 Truckload	1/3 Truckload	1/4 Truckload
Below \$2.26	\$60	\$30	\$20	\$15
\$2.26 - \$2.75	\$80	\$40	\$27	\$20
\$2.76 - \$3.25	\$100	\$50	\$33	\$25
\$3.26 - \$3.75	\$120	\$60	\$40	\$30
\$3.76 - \$4.25	\$180	\$90	\$60	\$45
\$4.26 - \$4.75	\$240	\$120	\$80	\$60
\$4.76 - \$5.25	\$300	\$150	\$100	\$75
\$5.26 - \$5.75	\$360	\$180	\$120	\$90
\$5.76 - \$6.25	\$420	\$210	\$140	\$105



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Transportation Surcharge

Owens Corning includes a transportation surcharge on all building insulation orders to help pass-along additional savings and costs incurred based on current line-haul/market premiums, including scheduling trucks from a variety of suppliers at different rates. This transportation surcharge is based on the Cass Truckload Linehaul Index.™ The transportation surcharge will be prorated for split shipments. The following schedule can be used to determine the surcharge rate. Owens Corning will continue to monitor the Cass Truckload Linehaul Index™ and will communicate any required adjustments as necessary.

Cass Truckload Linehaul Index	Transportation Surcharge fee per invoice			
Index Quarterly Average	Full Truckload	1/2 Truckload	1/3 Truckload	1/4 Truckload
Below 125	\$0	\$0	\$0	\$0
125 to 129.9	\$50	\$25	\$17	\$13
130 to 134.9	\$100	\$50	\$33	\$25
135 to 139.9	\$150	\$75	\$50	\$38
140 to 144.9	\$200	\$100	\$67	\$50
145 to 149.9	\$250	\$125	\$83	\$63
150 to 154.9	\$300	\$150	\$100	\$75
155 to 159.9	\$350	\$175	\$117	\$88
160 to 164.9	\$400	\$200	\$133	\$100
165 to 169.9	\$450	\$225	\$150	\$113
170 to 174.9	\$500	\$250	\$167	\$125

Other Items

Certifications & Testing

Owens Corning provides certifications and testing services for select products. As an example, a common test request is the production lot testing for NRC 1.36 ASTM C795 which involves a chemical analysis and stress corrosion testing to austenitic stainless steel. Any requirements must be clearly stated in the purchase order. Some testing can extend lead times and be subject to additional charges. Please contact your Area Sales Manager for additional details prior to submitting the purchase order.

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