



**Lead Time and Delivery Standards
OMNOVA Solutions Inc.
Performance Chemicals Division**

In order to most effectively meet the requirements of its Performance Chemicals customers, OMNOVA Solutions Inc. is issuing the following updated Lead Time and Delivery Standards, effective March 1, 2008.

PRODUCTION LEAD TIME

OMNOVA Solutions will ship in **5 business days** after your order is received by Customer Service. This applies to the majority of standard products in our portfolio*.

- * Certain in-stock products may ship sooner
- * Lead time may be longer for drum or tote orders, depending on the product or order size
- * International ocean shipments. Orders must be submitted at least 8 weeks prior to requested final destination arrival date
- * Running track orders May - September, no minimum order quantity
- * Minimum order quantity of a truckload for bulk or packaged GenFlo Specialty Products

DELIVERY STANDARDS

<u>Railcar Shipments:</u>	Plus/minus 4 days
<u>Bulk Truckloads:</u>	Plus/minus 1 hour
<u>Packaged LTL Shipments:</u>	Plus/minus 1 day
<u>Packaged TL Shipments:</u>	Plus/minus 1 hour
<u>International Ocean Shipments:</u>	Plus/minus 10 days

Additional considerations:

- 1) Supplemental material ordered in advance of the original requested delivery date/time of a railcar or international ocean shipment may be subject to a premium freight charge.
- 2) If a truck shipment is made before the standard lead time to address a customer's extraordinary circumstance, a surcharge may be assessed to cover any incremental costs. OMNOVA will make every effort to meet customer needs in these unusual situations, but cannot guarantee earlier shipment.

DEMURRAGE

Railcar Shipments: 10 days free from actual or constructive placement of cars; \$30/day for cars held more than 10 days.

Tank Truck and Packaged Shipments: 2 hours free time will be allowed at customer location.

* The Production Lead Time and Delivery Standards set forth above are not intended to guarantee shipment and delivery within these timeframes. Lead time requirements and timing of actual deliveries may be impacted by a variety of factors and circumstances, including order size and product type, or other factors that are outside the control of OMNOVA Solutions.

**For questions or additional information, please contact
your OMNOVA Solutions Customer Service or Sales Representative.**