



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

In order to most effectively meet the service requirements of its Performance Chemicals customers, OMNOVA Solutions Inc. is instituting the following Order Lead Time and Delivery Standards, effective January 1, 2006. These standards apply on all shipments.*

1) ORDER LEAD TIME

This is defined as the time required from when the customer order is confirmed by OMNOVA's Customer Service Department to when product is shipped from the OMNOVA plant site.

RAILCAR SHIPMENTS: 4 full business days.

TRUCK SHIPMENTS (BULK AND PACKAGED): 2 full business days.

For INTERNATIONAL SHIPMENTS, orders must be submitted 8 weeks prior to the necessary arrival date at the final destination.

2) DELIVERY STANDARDS

This is defined as the delivery window, i.e. the variation, if any, a customer can expect from their requested product arrival date/time.

RAILCAR SHIPMENTS: Plus/minus 4 days

BULK AND PACKAGED TRUCKLOADS: Plus/minus 1 hour

LTL (Less-Than-Load) SHIPMENTS: Plus/minus 1 day

INTERNATIONAL SHIPMENTS: Plus/minus 10 days

Additional considerations:

1) Supplemental material ordered in advance of standard-delivery (as listed above) via railcar, or international shipments, will be subject to a premium freight charge.

2) If a truck shipment is made before the two day 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.

3) 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. Excess time will be charged as demurrage to the customer directly by the carrier making delivery, at their standard rates.

4) DRUM ORDERS

No minimum order quantity required. Drum orders of all sizes can be delivered via OMNOVA prepaid freight, or on a collect freight basis per the customer's contract or tariff rates with the carriers.

* The Order 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, some of which are outside the control of OMNOVA Solutions.

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