

## Service Level Fees and Commercial Policies – USA

### Rev.: September 2022

| <b>Order and Packaging Fees</b>  |
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| Paper Bag Packaging: \$0.055/lb<br>Poly bag Packaging: \$0.055/lb<br>Supersacks: \$0.03/lb<br>Small Supersacks: \$0.04/lb<br>Plastic Pallet: \$0.03/lb<br>LTL (1 full pallet minimum) Adder: \$0.12/lb<br>Bulk Truck Shipment Adder: \$0.01/lb<br>FOB Regional Warehouse Adder: \$0.08/lb<br>Freight Management: \$150.00 per shipment |
| <b>Railcar Fees:</b>   |
| Railcar Loading Charge: \$0.01/lb  |
| <b>Minimum Shipment Lead Times</b>   |
| 14 calendar days for all types of orders   |
| <b>Expedited Delivery:</b>   |
| Expedited deliveries may be available for orders placed with less than 7 calendar days from shipment date for \$750/expedited delivery fee   |
| <b>Order Changes</b>   |
| Order changes can be done prior to 10 calendar days from shipment date. Changes may be made within 10 days from shipment date for a \$750/change order fee   |
| <b>Order Cancellations</b>   |
| Orders can be cancelled within 10 calendar days. Orders cancelled with less than 10 days from shipment date will be assessed a \$750 cancellation fee.   |
| <b>Railcar Demurrage</b>   |
| Railcar demurrage charges shall be charged from the day of “Constructive Placement” or “Active Placement” at customer’s facility until the empty railcar is returned to Orion’s control:<br>Day 21 – Day 60: \$100 / day<br>Above 60 days: \$200/day   |
| <b>Customer Pickup Shipments</b>   |
| Customer has the option to secure their own transportation to pick up product at Orion’s facilities on the agreed ship date. Failure to arrive on the scheduled date and time to pick up the load shall incur the following No Show Fee:<br>Bulk Truck: \$700<br>Van: \$400  |
| <b>Customer Returns</b>  |
| A minimum Restocking Fee of 20% of the original invoice shall be charged for product returned upon prior approval by Orion.  |
| <b>Invoicing and Payment Terms</b>   |
| Invoices will be issued upon shipment. Upon credit approval, Payment Terms are Net 30 days.  |