



January 18, 2022

Subject: Order Modification/Cancellation Policy Change

Dear CSC Customer,

After careful consideration and discussion with our plant manufacturing teams, we have decided to update our company-wide **order modification/cancelation policy**.

As our lead times change, we need to occasionally adjust our order modification/cancellation policy to reflect this variation. Currently, with our lead times extended and with raw materials and steel supply still a challenge, our current 10 working day policy to modify or cancel an order does not allow us enough time to change our production schedules efficiently. If we lose valuable production time, our lead times will get longer.

Effective immediately, our order modification/cancellation policy from a confirmed production date will now be extended to **a minimum of 20 working days**. For example, if you have a steel pail order set to enter production on April 1st, the last day you can request to modify or cancel the order is at the end of business on March 7th.

Last-minute order modifications and cancellations can cause major production hurdles for all our customers. Extending the policy to 20 working days allows us to plan better so that we can continue to achieve our #1 goal to ***“Make Good Pails and Deliver Them on Time”***. We will revisit this policy when our lead times change and adjust it accordingly.

If you have any questions about this policy change, please feel free to contact your customer service representative or regional sales manager via phone call or email. You can find your representative or sales manager directly on our website at csepails.com/locate.

Stay healthy,

Daniel Roether

Vice President of Sales

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