

December 5, 2022

Subject: Order Change/Cancellation Policy Change Announcement

Dear CSC Customer,

After careful consideration between the general managers at each of our pail plants and the rest of our management team, we have decided to adjust our company-wide order change/cancellation policy.

Effective immediately, our minimum 20 working day policy to move, change, or cancel a steel pail order from its intended production date will be **decreased to a minimum of 10 working days**. For example, if you have a steel pail order set to enter production on February 17th, 2023, the last day you can request to move, change, or cancel it is the end of business on February 6th, 2023.

We are implementing this change due primarily to the decrease in lead times for steel pails and raw materials. Your cooperation during our extended lead times and order change/cancellation policy has been much appreciated, and we are excited to bring increased flexibility back to our production schedule. Decreasing the policy to 10 working days allows us to help achieve our #1 goal to ***"Make Good Pails and Deliver Them On Time."***

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 [cscpails.com/locate](https://www.cscpails.com/locate).

Stay healthy,



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