



Cleveland Steel Container
An Employee-Owned Company

July 2, 2024

Subject: Order Modification 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 10 working day policy to move, change, or cancel a steel pail order from its intended production date will be **changed to a minimum of 15 working days**.

For example, if you have a steel pail order set to enter production on July 29th, 2024, the last day you can request to move, change, or cancel it is the end of business on July 8th, 2024.

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).

Kindly,

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Vice President Sales

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"We Make Good Pails and Deliver Them On Time"