



SHINGLES, UNDERLAYMENTS & VENTILATION

Customer Service Policy

Effective Date: 4/01/2026

CUSTOMER PICKUP (CPU)

- Customer pickup will be permitted with prior confirmation by the Atlas sales department.
- Orders for material not picked up within two business days of the scheduled pickup date will be subject to rescheduling.
- Minimum pickup quantity shall be six full pallets.
- Minimum quantity for a pick-up allowance is 1/2 truckload with proration for less than a full truckload.

LESS THAN FULL TRUCKLOAD ORDERS

- Less than a truckload order will be subject to deficit freight on the unused portion of the truck (excludes customer pick-up orders).

ADDITIONAL STOPS

- Stopovers will be charged \$100 per stop for a total of \$200 per load.
- Stops must be within 50 miles of each other. If beyond 50 miles, then additional mileage charges will apply.
- Requests for more than two stops on a truck will be reviewed by Atlas to determine if feasible. Additional charges will apply.

FREIGHT SURCHARGE

- Delivery orders will be charged a \$175 freight surcharge per shipment. (Subject to change prior to this policy being updated.)

THIRD-PARTY DELIVERY CHARGES

- Detention charges from the carrier will be passed on to the customer. Detention charges become effective two hours from scheduled time of delivery.

DATE CHANGES/CANCELLATIONS/ORDER HOLDS

- All re-dated orders will be subject to product availability and pricing.
- Date change/cancellation made within 24 hours of shipment will be charged any applicable fees assessed by carrier.
- Orders put on hold must be released for shipment within 30 days from order placement date and will be subject to product availability and pricing in effect at the time of shipment.

BROKEN PALLET AND TARPING FEES

- Customer request to tarp load for product packaged in plastic wraps (excluding roll goods) will be charged \$150 tarp fee per load.
- Broken pallets are acceptable at no fee for Pro-Cut Hip & Ridge, StormMaster Hip & Ridge, High-Profile Hip & Ridge and ProLam Hip & Ridge.
- Pinnacle Sun, Pinnacle Impact, and StormMaster Shake pallets can be broken upon request for a \$75/pallet broken pallet fee.
- Broken pallets are not allowed for any other products.

DAMAGES

- Unless otherwise noted in this policy, all shipments are shipped and invoiced as FOB origin/freight prepaid.

- CPU (Customer Pickup) shipments are shipped and invoiced as FOB origin/freight collect.
- Atlas should be notified immediately of any damages upon receipt of the material with pictures for reference. Receiver should also make notes on the shipping documents so that the damage is noted in writing to the carrier.
- Customer will be credited for damaged product once appropriate documentation and pictures are provided. Atlas will file a damaged goods claim with the carrier.

TRUCK DIVERSIONS

- Trucks diverted after shipment will be subject to a diversion fee plus additional mileage fees and fuel surcharges.

PREMIUM DESIGNER SHINGLES CROSS-DOCKING

- Full truckloads of StormMaster Shake (Daingerfield, TX), Pinnacle Impact and Pinnacle Sun (Meridian, MS) shingles are available from the plant of manufacture only.
- 6 pallets toploaded are available from any Atlas shingle facility.
- Truckloads can be balanced with Atlas accessory products.

REGIONAL PINNACLE COLORS

- Full truckloads of Regional Colors may only be ordered from the plant of manufacture.
- All Regional Colors with corresponding hip & ridge will be cross-docked at all Atlas SUV facilities.
- A maximum of 6 pallets of these colors may be toploaded on orders from any cross-docking Atlas facility.
- Colors:
 - Tan Mist—Hampton
 - Oyster Shell—Hampton, Franklin, Daingerfield
 - Woodland Green—Meridian, Franklin
 - Sunset—Hampton
 - Weathered Shadow—Meridian
 - Summer Storm—Hampton, Franklin, Daingerfield

- Truckloads can be balanced with Atlas accessory products.

RETURNS

- All returns require pre-authorization by the Atlas Plant Manager and Region Sales Manager via Return Material Authorization process. Atlas reserves the right to inspect material prior to return.
- Eligible material must be returned within 60 days of original ship date.
- Freight arrangements on returned material will be the responsibility of the customer.
- A 20% restocking fee plus outbound freight and fuel apply.
- Credit will be given on resalable material only. Damaged material will not be eligible for credit.
- Customer must retrieve non-salable material valued over \$500 within 30 days of notification. Any unclaimed non-salable material will be subject to a disposal fee.

FORCE MAJEURE

- Atlas shall not be liable in damages for any delay or default to ship any order if such delay or default is caused by conditions beyond Atlas' control, including, but not limited to: Acts of God, Government restrictions, wars, acts of terrorism, fires, or shortage of raw materials.