

## **RAPID RESPONSE AFTER HOURS PROGRAM FAQ**

- **What is the Rapid Response After Hours Service?**

The Dayton Superior Rapid Response After Hours Service offers support to customers with emergency and urgent order needs or for those orders requiring expedited shipping after normal business hours via a dedicated Rapid Response telephone number 800-215-6903.

- **How do I use or request the Rapid Response After Hours Service?**

All after hours emergency/urgent orders must be placed by phone, using the dedicated Rapid Response number 800-215-6903.

For non-urgent general order placement, please contact our customer service team at 888-977-9600.

- **Is there a service fee to use the Rapid Response After Hours Service?**

When using the Rapid Response After Hours Service, there is a service fee:

- Outside Standard Customer Service Hours - 20% premium on the total item order + Freight
- Warehouse Service After Business Hours & Weekends – Additional 15% (total 35%) premium on the total item order + Freight

- **Is there a minimum order requirement to use the Rapid Response Service?**

The minimum net purchase price requirement for the Rapid Response After Hours Service is \$250.00. For orders where the net purchase price is less than \$250.00, an additional small order fee may apply.

- **When is Rapid Response After Hours Service available?**

Our Rapid Response team is available after normal business hours and on weekends. Rapid Response After Hours Service is not available on holidays.

- **Where is Rapid Response After Hours Service available?**

At present, the Rapid Response After Hours Service is available only in the continental United States.

## **ORDER INFO**

- **The item I want is out of stock. What do I do now?**

We are continually restocking our inventory. Please work with the Rapid Response team to determine the replenishment schedule.

- **Can I make changes to an order I already placed?**

If the item is not made to order and has not been shipped yet, you may amend it at any time. If the item is made to order, the Rapid Response team will review the progress of the order and advise if cancellation or amendment is possible.

## PAYMENT INFORMATION

- **What payment methods does Dayton Superior accept?**

Check, ACH, Credit Cards and Wire

- **Do you charge sales tax on any item?**

Yes, tax is charged on all orders/ unless a tax exemption certificate is provided.

- **Is there an additional fee to pay by credit card?**

3.5% fee. Visa, M.C. and AMEX

- **How do I receive the invoices?**

Customers will receive invoices via email.

- **What are the payment terms?**

For active customers with credit terms, payment terms are Net 30 days.

## SHIPPING

- **How do I cancel an order?**

To cancel an order placed through the Rapid Response Service, please call the dedicated Rapid Response number to discuss your order. If the product has not shipped and does not feature made to order product, the order may be cancelled. If the product is made to order or special handling is required, order cancellation or additional charges are at the discretion of Dayton Superior.

- **How can I find out the status of my order?**

Call the Rapid Response Service number for an update on your order or reference the tracking information. Dayton Superior will also send an email with your tracking information.

- **Is it possible to get tracking information for a shipped order?**

Yes, tracking information will be provided for the order.

- **How much does shipping cost?**

The cost of shipping varies based on the size of the order, product and shipping method. Expedited shipping rates run higher than standard rates.

## SHIPPING (CONTINUED)

- **The order is being shipped to an incorrect address, can I have it shipped to a different address?**

We will work with you to correct ship-to address changes. If the order has not shipped, we can easily amend it. If the order has shipped, we will work with the freight carrier to have the order re-consigned to the correct destination.

- **My order is ready for pick up, but I need to have it shipped.**

Contact the Rapid Response team to help arrange shipment options.

- **What are my shipping options?**

At the time of order, Customers may arrange to pick up orders when available at identified Dayton Superior facilities and/or request Collect or 3rd party billing on a Customer-specified carrier if preferred (FOB Origin). For LTL/parcel shipments requested Collect or 3rd party bill, Dayton will make the arrangements directly with the Customer-specified carrier. For truckload shipments, the customer may make their own arrangements or provide carrier information for Dayton Superior to make the arrangements.

- **What can cause my order to be delayed?**

Many factors can cause an order to not ship to the anticipated schedule. Those include - but are not limited to - freight carrier issues, raw material shortages and weather-related issues. However, Dayton Superior is dedicated to doing all we can to get your order to you in a timely manner.

- **What if I never received my order?**

Contact your Dayton Superior Rapid Response Team Member for assistance.

## RETURNS

- **What is your shipping and return policies?**

Return Policy on Non-Defective Sale Items – for any sale material that a customer wishes to return to Dayton Superior for credit, the customer must first contact Dayton Superior. It must be mutually agreed that the material can be returned, and a minimum 25% restocking fee will be charged. Credit will be issued against the customer's account when Dayton Superior receives the approved return, in the original packaging and in resalable condition. Credit will be issued in the following amounts:

- Up to 30 days from the date of purchase – full credit less 25% restocking charge.
- 31-90 days from the date of purchase – full credit minus 40% restocking charge.
- No returns will be accepted after 90 days from date of purchase.
- All chemical product returns must have pre-approval and will be approved at Dayton Superior's discretion based on remaining shelf life.

## RETURNS (CONTINUED)

- Configured-to-Order and Made-to-Order items are not eligible for return.
- Any credit amount to be issued will be reduced by handling charges necessary to repackage returned items into resalable condition.
- Dayton Superior will not accept the return of merchandise without prior written authorization. Customer may initiate a return by contacting their Customer Service Representative to obtain a return material authorization (RMA) number. The customer must prepay freight charges from the customer to a Dayton Superior location. Returns submitted without an RMA will not be accepted. The RMA will expire 30 days from date of issue. If the material is not received within 30 days of the RMA Acknowledgement date, the customer must begin the approval process again if they still wish to return the material.

- **I want to return my purchase! What do I do?**

For any sale material that a customer wishes to return to Dayton Superior for credit, the customer must first contact Dayton Superior. Exchanges follow the return process, please contact a member of the Rapid Response Team for help with an item exchange

- **How long does it take for me to get a refund?**

In general, if a refund is requested all documentation is sent from the A/R-credit department to A/P, usually within 30 days form request.

## GENERAL QUESTIONS

- **My email address has changed. How do I update this information to my current account?**

Contact your local DSC Customer Service or Sales Representative

- **Do I need an account to place an order?**

No, you do not have an account with us to place an order. Orders can be paid with credit or debit cards.

- **How do I create a new account?**

Visit our website at [www.daytonsuperior.com](http://www.daytonsuperior.com) and access our credit application.

You can also access our credit application by following this link:

<https://www.daytonsuperior.com/credit-application>

- **What are the benefits to having an account with Dayton Superior?**

With the approval of a credit application, Dayton Superior will extend standard terms of Net 30 days. In addition, you may qualify for a rebate or additional promotions.

## GENERAL QUESTIONS (*CONTINUED*)

- **Does Dayton Superior have a product catalog?**

We have product handbooks and price books on our website, under the resource tab on the top right of the screen. This can be accessed online at [www.daytonsuperior.com](http://www.daytonsuperior.com), by following this link: <https://www.daytonsuperior.com/publications> or provided by your local sales representative.

- **Is your product certified 'Buy America'?**

Many Dayton Superior products are American-made and qualify for the 'Buy America' program. Contact your local Dayton Superior sales representative or customer service for more information.

- **Where are you located?**

Our corporate office is in Miamisburg, Ohio. We have offices, manufacturing locations and distribution facilities located throughout the U.S. and Canada. For a complete list, please visit our website: <https://www.daytonsuperior.com/locations/united-states>