

Customer Service and Delivery Standards

For Customers in
Europe, **M**iddle **E**ast and **A**frica

Welcome

For Customers in Europe, Middle East and Africa

Stepan Company appreciates your business and strives to meet your service expectations the first time, every time.

This guide provides our service and delivery standards. Your **C**ustomer **S**ervice **R**epresentative (CSR) will assist you with all phases of order fulfillment.



Getting Started

▪ Order Placement	4
▪ Contact Information	4
▪ Business Hours	4
▪ eBusiness Solutions	5

Service & Delivery Standards

▪ Standard Lead Times	7-8
▪ Rush/Expedited Orders	9
▪ Order Changes	9-10
▪ Order Cancellations	9-10
▪ Standard Order Quantities	11-12
▪ Transportation & Shipping Services	13-17
▪ Returned material	18
▪ Invoicing & Payments	20

Additional Things to Know

▪ Samples	22
▪ Technical Service	22
▪ Distribution Network	22
▪ Quality Management	22

Order Placement

Order Placement

Sales orders should be placed preferably by email or through an eBusiness solution.

Stepan UK Customer Service

For Surfactant range and deliveries in the UK mainly
Surfactant customers contact Stepan in Europe

Tel: +44-161-338-9000

Email: ukcustomerservice@stepaneurope.com

Hours local time: Monday - Friday : 8:00am to 4:00pm

Stepan France Customer Service

Surfactant range and deliveries except UK
Surfactant customers contact Stepan in Europe

Tel: +33-476-50-51-00

Email: frcustomerservice@stepaneurope.com

Hours local time: Monday - Friday : 8:00am to 4:45pm

Stepan Polska Customer Service

Polymer range

Polymer customers contact Stepan in Europe

Tel: + 48 71 66 66 012 / Tel: + 48 71 66 66 016 / Tel: + 48 71 66 66 018

Email: plcustomerservice@stepaneurope.com

Hours local time: Monday - Friday: 8:00am to 4:00pm



Order Placement

Information Required to Process Your Orders

- ✓ Date of order
- ✓ Delivery address + VAT Nbr for European sites
- ✓ Payer address + VAT Nbr for European sites
- ✓ Purchasing contact name / phone / email
- ✓ Requested delivery date / time
- ✓ Stepan product name
- ✓ Quantity and unit of measure
- ✓ Price per unit of measure
- ✓ Incoterm + delivered place
- ✓ Consignee name for maritime shipments
- ✓ Special requirements / instructions

In case your order is on credit hold, you will be notified. If you need support, please contact your Stepan sales manager. Your order will be processed once credit is resolved.

Stepan Business Solutions for Customers

Stepan's eBusiness platform offers our customers a portfolio of solutions that:

- Improve the accuracy & speed of communication,
- Reduce the risk of misplaced documents, and
- Result in improved service.

These tools also contribute to the reduction of significant amounts of paper waste, promoting a more environmentally friendly workplace.

EDI is Stepan's preferred eBusiness solution. Direct electronic connection with partners enables asynchronous communication between B2B ERP systems.

Processes in the customer sales order cycle that are enabled by EDI include:

1. Customer Order Acceptance
2. Confirmation of Order Acceptance
3. Order Change Acceptance
4. Transmission of Advance Shipping Notice
5. Transmission of Customer Invoice
6. Electronic Payment

If you are interested in conducting business electronically with Stepan, please contact ebusinessforcustomers@stepan.com

Order Management

Order Management



Standard Lead Time

Please consider our Standard Lead Times when planning for your forecasted demand in a standard demand level.

- Lead time is defined as the time between order receipt and shipment, excluding Saturdays, Sundays and holidays.
- Our lead time represents the average time it takes for Stepan to manufacture and prepare your order.
- Lead times do not include transit time. Transit time will be provided in the sales offer.

Lead Times are days prior to shipment for orders received before 2:00 p.m. local time.

Lead Time Examples	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Mon	Tues
MTS Order - <u>before 2 p.m.</u> - Order placed on Monday - Shipment on the 4 th day, Thursday	1	2	3	4					
MTS Order - <u>after 2 p.m.</u> - Order placed on Monday - Shipment on the 4 th day, Friday	0	1	2	3	4				
MTS Order - <u>before 2 p.m.</u> – weekend - Order placed on Thursday - Shipment on on the 4 th day, Tuesday				1	2			3	4

Shipment day from Stepan with Service options - impacted by commercial policies 
 Shipment day from Stepan without Service options - not impacted by commercial policies 

Order Management

Made-to-Stock Products

Products for which Stepan keeps inventory. Customer orders will trigger delivery preparation.

Made-to-Stock Products	Lead Time in days including shipping day	
	Direct Customer	Distributor
Bulk	4	4
Packed	4	6
Bulk/Packed - DeepSea (<i>includes time to book sea shipment</i>)	8	8

Made-to-Order Products

Products that are produced on the customer's request. The customer order will trigger the production demand and the procurement of the needed components.

Made-to-Order Products	Lead Time
Packed/Bulk	Refer to your sales offer

Order Management

Stepan Company recognizes that changes occur in your business. Stepan offers expedited services, when possible, based on the parameters below.

Rush/Expedited Orders

Made-to-Stock Products

Orders placed with less than Standard Lead Times may be fulfilled based on the availability of material and transportation and are accepted at Stepan's discretion. If accepted, these orders will be subject to surcharge per order.

Made-to-Order Products

If accepted, these orders will be subject to a surcharge per order plus any additional costs incurred. Please contact your CSR for details.

Order Changes and/or Cancellations

Made-to-Stock Products

Order changes or cancellations made inside of the Standard Lead Times will be subject to a surcharge per change or cancellation.

Made-to-Order Products

If accepted, these orders will be subject to a surcharge per order plus any additional costs incurred. Please contact your CSR for details.

Fixed Fees will be applied in the currency according to your local invoice practices.

Order Management

Order Changes and/or Cancellations

Made-to-Stock Products

Order changes or cancellations made inside of the Standard Lead Times will be subject to a surcharge per change or cancellation.

Made-to-Order Products

If accepted, these orders will be subject to a surcharge per order plus any additional costs incurred. Please contact your CSR for details.

Made to Stock Products	Surcharge per order within the lead time		
	Rushed Orders	Changes	Cancellation
Bulk/Packed and DeepSea	450€	450€	450€

Made to Order Products	Surcharge per order within the lead time			Cancellation outside of the lead time
	Rushed Orders	Changes	Cancellation	
Bulk/Packed	450€ + any additional costs incurred.	450€ + any additional costs incurred.	450€ + any additional costs incurred.	450€ + any additional costs incurred.

Fixed Fees will be applied in the currency according to your local invoice practices.

Order Management

Standard Order Quantities

- Regulation and Process restrictions can apply.
- Maximum weight per truck allowed by regulations can be recommended.
- Your CSR can assist you with product-specific details.



Made-to-Stock Products

Fixed Fees will be applied in the currency according to your local invoice practices.

Mode	Order Type	Standard Order Quantities		Minimum Order Quantities
Bulk Tank Trucks & Isotainers	Standard delivery	22MT		Orders placed for less than 20 Metric Tonnes are subject to a surcharge of 250€ per order.
	Multi Compartment Trucks	22MT <i>Subject to Truck availability</i>		Orders with Compartment Trucks are subject to a surcharge of 250€ per order
Packed	Direct	4 drums/1 pallet	1 IBC	Orders placed for less than full pallet increments are subject to a surcharge of 250 € per order.
	Distributor	4 drums/1 pallet	1 IBC	Orders placed for less than full pallet increments are subject to a surcharge of 500€ per order.
Export	Full Truck Load	88 drums located per pallet of 4 drums	22 IBC	
	Container 20'	80 drums located per pallet of 4 drums	18 IBC	
	Container 40'	112 drums located per pallet of 4 drums	28 IBC	

Order Management

Made-to-Order Products

Mode	Standard Order Quantities	Minimum Order Quantities
Bulk Trucks No Multi-compartment trucks	Production Batch Size	Orders placed between our Standard Order Quantity and our Minimum Order Quantity will incur a surcharge of 250€ No multi-compartment shipments
Packed	Production Batch Size	Orders placed for Production batch size can include partial packed. Order confirmation will be updated if needed.

Please refer to your sales offer for product-specific details.



Fixed Fees will be applied in the currency according to your local invoice practices.

Transportation & Shipping Services

Transportation & Shipping Services

Delivery Documents

The following documents will accompany your shipments.

- Delivery note
- Certificate of Analysis
- Packing List (packed shipments)

Please contact your CSR regarding export documentation



Weekend and Public Holiday Specifications Made-to-Stock and Made-to-Order Delivery

Shipping upcharges generated by requested delivery dates that fall on a public holiday or weekend will be assessed and charged. Customers will be notified upfront regarding any premium charges.

Loading, Shipping and Transport

Shipping upcharges generated by delivery dates that require material to be loaded, shipped, or transported over a public holiday or weekend will be assessed and charged.

Customers will be notified upfront regarding any premium charges.

Transportation & Shipping Services

Customer Pick Up

Customer Pick Up Please inform your hauliers that they have to book the loading slot according to the email address below.

	Address	Contact	Bulk Pick Up Time	Packed Pick Up Time
Stepan France	CS 20127, Chemin Jongkind, 38341 Voreppe Cedex, France	vrbooking@stepaneurope.com	Mo – Fr 7am - 5pm	Mo – Fr 8am to 4pm
Stepan UK Ltd	Bridge Street STALYBRIDGE, SK15 1PH, Cheshire – UK	ukplanning@stepaneurope.com +44(0)1613389076	Mo – Fr 6am - 3pm	Mo – Fr 8am to 3pm
Stepan Deutschland	Stepan Deutschland Rodenkirchenerstr. 400 50389 Wesseling- GERMANY	webooking@stepaneurope.com +49(0)22322100224	Mo – Fr 6:30am - 4pm	Mo – Fr 7am to 3pm
Stepan Polska	Stepan Polska Sp. z o.o. ul. Urazka 8 a,b,c 56-120 Brzeg Dolny - POLSKA	plcustomerservice@stepaneurope.com	Mo-Sun 24 h <i>export orders (outside EU)</i> Mo – Fr 7am-11pm	Mo – Fr 8am-3pm <i>export orders (outside EU)</i> Mo – Fr 7am-11pm

Missed Appointments

Stepan loading plan does not allow missed appointments.

If the carrier does not present the truck on the agreed day, a new appointment will be given, based upon the available loading slots.

Any cost generated by this delay will be charged.

Transportation & Shipping Services

Safety

- Drivers must wear appropriate Personal Protection Equipment (PPE).
- For Stalybridge, a high visibility outer garment is required.
- The site safety instructions will be remitted to the driver upon arrival.
- If you need any further information, please send an email to the booking contacts detailed on [page 10](#).

Reference

Carriers must present the loading reference when arriving on site or they will be rejected.

Customs

In the case of customs clearance, loading times may be modified.

Bulk Equipment

- Road-tanker / Isotank must be equipped with handrails.
- Please provide the cleaning certificate.

Packed Equipment

Drivers must arrive with straps to secure the loading.



Transportation & Shipping Services

Carrier Demurrage and Other Associated Costs

- Cost assigned to customers will be billed to the customer by Stepan. (such as waiting hours, heating, rental and other costs as incurred)
- The actual cost and 100€ administration fee will be charged.

	Standard Unloading Hours
Standard	2 hours
Selected Product	3 hours - refer to your offer

Standards and Specific needs

Standard Pallets

Standard pallets are defined as pallets for 4 drums.

Standard Seal

Surfactant: From Stalybridge and Voreppe, road tankers are not sealed, with the exception of a transit requiring customs clearance.

Polyol: All road tankers (bulk, Isotank) are sealed, IBC's and drums are sealed.

Standard Marking

Where applicable, the truck, Isotank and container are marked with the appropriate UN number placard and transport hazard diamond. Packed products are labeled with Stepan product code, Stepan product name, the batch number, the net weight and the risk sentences related to the product(s).

Additional equipment

Pump will be provided at a cost of 150 € per shipment.

Other requests

They will be evaluated on a case-by-case basis. Please contact your sales rep for details.

Fees will be converted in the currency according to your local invoice practices.

Returned Material

Returned Material

Stepan recognizes that on occasion, you may need to return previously purchased stocked material.

- Your CSR will facilitate the return process.
- Your return must be pre-approved by Stepan.
- Return authorization paperwork must accompany all returns.
- Return fees are applied for all customer-requested returns.

Fees will be converted in the currency according to your local invoice practices.

Order type	Material	Original Shipping Container	Requirements	Material Age	Return fees
Made To Stock	Bulk	Tank truck, isotainer	Product must have remained in the original shipping container.	N/A	300 € plus applicable return freight
	Packed	Drums, IBCs	The following conditions apply: <ul style="list-style-type: none"> ▪ Unopened ▪ Undamaged, including free from dents, rips, holes, etc. ▪ Seals intact ▪ Clean and rust-free ▪ Original labels attached ▪ No additional customer markings, such as stencils or labels applied 	Returned within 2-months of receipt	25% of the original invoice amount plus applicable return freight
				Returned after 2-months but within 6-months of receipt	50% of the original invoice amount plus applicable return freight
				Returned after 6-months of receipt	100% of the original invoice amount plus applicable return freight
			▪ Partial packed material	Not accepted	
Return of products exclusively made for a specific customer are not accepted					
Made To Order	Returns are not accepted				

Invoicing & Payments

Invoicing & Payments

Invoices

- Stepan Company will send your invoice via e-solution, standard mail or email.
- Fees will be converted in the currency according to your local invoice practices.

Payments

Stepan's standard method of payment receipt is wire transfer.

Accounts Receivable

- Stepan UK: credit.control@stepaneurope.com
- Stepan France: FRcredit@stepaneurope.com
- Stepan Polska: placcounting@stepaneurope.com



Additional Information

Additional Information

Samples

- To support your development, you can request product through your sales contact.
- Surfactant sample standard size is 250ml.
- Special sample sizes can be available on request.

Technical Service

Technical Service can assist you with Stepan product recommendations, formulation guidance and troubleshooting. Surveys/questionnaires, certification statements and technical training can be available upon request.

For technical and regulatory documents or marketing brochure requests, please contact us by email.

Technical Service Surfactant

Tel: +33-476-505-160 / +33-476-507-942

Email: tech.service@stepaneurope.com

Technical Service Polymers

Email: polyol-sales@stepaneurope.com

Distribution Network

Stepan has a network of Authorized Distributors. Please visit our website at www.stepan.com or contact the Customer Service Department for a complete list of Authorized Distributors.

Contact Surfactants: sales@stepaneurope.com

Contact Polymers: polyols-sales@stepaneurope.com

Quality Management

Stepan is ISO 9001:2015 certified.

Your satisfaction with the products and services you receive from Stepan Company and our affiliates is important to us.

Please contact your CSR with any questions or concerns.





The information contained herein is based on the manufacturer's own study and the works of others and is subject to change without prior notice. The information is not intended to be all-inclusive, including as to the manner and conditions of use, handling, storage or disposal or other factors that may involve additional legal, environmental, safety or performance considerations. Nothing contained herein grants or extends a license, express or implied, in connection with any patents issued or pending of the manufacturer or others, or shall be construed as a recommendation to infringe any patents. STEPAN COMPANY MAKES NO PRODUCT WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR USE, EXPRESS OR IMPLIED, AND NO OTHER WARRANTY OR GUARANTY, EXPRESS OR IMPLIED, IS MADE, INCLUDING AS TO INFORMATION REGARDING PERFORMANCE, SAFETY, SUITABILITY, STABILITY, ACCURACY, COMPLETENESS, OR ADEQUACY. Stepan Company (and its employees, subsidiaries and affiliates) shall not be liable (regardless of fault) to the vendee, its employees, or any other party for any direct, indirect, special or consequential damages arising out of or in connection with the accuracy, completeness, adequacy, furnishing, use, or reliance upon information provided herein. The vendee assumes and releases Stepan Company (and its employees, subsidiaries and affiliates) from all liability, whether in tort, contract or otherwise to the fullest extent possible under the relevant law.