

Terms and Conditions for the Receipt and Inspection

To protect your rights you must inventory and inspect your purchases ("product(s)"). Please read the following carefully.

Unloading: You, the customer, are responsible for unloading the products when the truck arrives. These materials are normally shipped via contract carrier (truck lines) and the carrier does not have equipment for unloading and, in most cases, will not assist nor are they required to assist in unloading. It is solely your responsibility to ensure that you have sufficient equipment and manpower to unload the product(s). To assist you in determining the proper equipment and/or personnel needed, please refer to the product weight chart.

Inventory: It is absolutely essential that you inventory all shipments within the specified time frames and in accordance with the instructions below. Do the inventory in the specified time frame and document missing items or report damages in accordance with the inventory instructions that follow. This will allow us to replace the missing or damaged items. Use the materials list to check off each item as you remove it from the truck. Bundled items must be counted and examined as you unload them. If there are any containers that appear to be damaged, please open and check the contents immediately. **You must note any problems on the bill of lading.** If there is a problem with the material, contact us at shipping@cabotcomponents.com or call 866-568-6594. Visually inspect your products, but do not remove wrapping material until it is appropriate to do so. (See your product instructions). You have three (3) calendar days to report hidden damages or shortages. Claims must be made in writing, by post, fax, or email. This provision only applies to materials that are enclosed in sealed containers that show no evidence of external damage. Should you determine that any items are damaged or missing, you must note the part numbers and condition on the bill of lading before you sign it. You should also call us at 866-568-6594 to report shortages and damages so that we may begin working to resolve any discrepancies at the earliest possible time. However, we will still ask that you fax, email or mail written documentation. In spite of our suppliers quality control efforts, a lot can happen from the time that the truck leaves the plant and it arrives at your jobsite. Therefore, we ask you to carefully inventory your delivery in order to protect both yourself and Cabot Components Corporation. The bill of lading is our only documentation of the condition of the load when it arrives at your jobsite. Without this proof, we cannot be held responsible for items reported missing or damaged. Again, please annotate the bill of lading and the attached checklist.

Delivery Instructions: 1. **Delivery Date** - About the time that your products ship, an estimated delivery date will be posted in your online account and you will be sent an email advising you of the pending delivery. **IMPORTANT!!** These delivery dates are estimates only, because we cannot foresee or prevent delays of the carrier (see the General Terms and Conditions for specific discussion). We do ask the Distribution Center and the truck line to call you, but we cannot guarantee that they will do so in a timely manner. It is possible, though rare, that they may call you the day before or the day of the delivery. 2. **Contact Information** - It is very important that your contact information is correct. If you do not provide a good telephone number then we and our representatives will not be able to contact you concerning your shipment. 3. **Access** - As part of completing the purchasing process, you are given the opportunity to make selections that describe your delivery circumstances. Specifically, you are asked: Is your product(s) delivering to a residential address? Is a small truck required? Is a lift gate required? If any of these are needed and/or applicable and you have not checked them off, please do so before completing your order. It is important to do so because these items are not included in our basic freight charges. If you know that the product is delivering to a residential address and you do not check the Delivery to Residential Address box, the carrier will bill you for a residential delivery (probably at a rate higher than our negotiated rate) and in the worse case, may refuse to deliver the product(s). Most

deliveries are made on an 18-wheel tractor-trailer with a 50 foot trailer. If you do not believe that a tractor-trailer can make it to your jobsite or is prohibited from doing so, please check Request Small Delivery Truck checkbox. While it may not be available in all areas, if you want your products delivered on a truck with a lift gate, select the Request Truck with Lift Gate checkbox. Should a lift gate truck not be available for your area, we will either credit your account or send you a refund for the lift gate charge.

Your information: Your online account contains information about your order. By accessing your account, you may view the date that your order is scheduled to be shipped from the plant and the estimated delivery date. To view your online account, go to the CabotComponents.com website, then click the "Login" link and enter your username and password (if necessary). This is a good time to reaffirm that your profile information is correct. If any information is incorrect, contact us at shipping@cabotcomponents.com. Click on "My Orders" to display information about your order(s), including delivery information. If you have questions about your order or your delivery, contact us at shipping@cabotcomponents.com or call us Monday - Friday, 9:00 a.m. to 5:00 p.m. Central Standard Time at 866-568-6594.

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