
INTERNATIONAL STORAGE FEE POLICY

Greenheck strives to manufacture and ship all orders in accordance with our customers' preferred shipping schedule. If a specific shipping schedule is not requested by the customer at the time of order, then it is assumed that the earliest possible factory promise date is preferred. Occasionally, circumstances arise where Greenheck is required to place a "ready-to-ship" order into temporary storage. Reasons may include a request by the customer and/or rep to hold the shipment, lack of payment from the customer or rep, an unresolved dispute, delays caused by the customer's or rep's appointed forwarder, or other reasons. Greenheck has a limited amount of storage space available at its manufacturing locations and incurs direct costs when required to store finished products at Greenheck facilities or at storage facilities managed by others. Whenever the requirement for storage is not caused by any fault of Greenheck, the following international storage fee policy will be applied.

Whenever Greenheck is required to place a completed order in storage for reasons not caused by any fault of Greenheck, a storage fee will be charged. The storage fee period will begin on the 7th calendar day following the date that the order is completed and ready for shipment from either a Greenheck facility or from a third-party packager selected by Greenheck, or following the shipment date requested in writing at the time of order, whichever is later. The charges will be calculated using the following guidelines:

- Initial storage fee will be assessed at 0.5% of the total order value (product only, excluding freight or other non-product related fees) per week or portion of a week, or
- US\$75 per week, whichever is greater.
- After two weeks of storage fees, the fee will increase to 1.0% of the total order value per week or portion of a week, or US\$150 per week, whichever is greater.
- In-land freight fees, if any, will be charged at actual.

Greenheck will attempt to notify the rep in advance whenever storage fees begin to accrue. It is understood that this policy cannot account for every situation that may arise. Greenheck will strive to work with each rep to address any special circumstances in as fair a manner as possible.

Note: Greenheck does not accept late delivery penalties under any circumstances other than those specifically agreed to in writing by Greenheck at the time of order placement and confirmation by Greenheck.

This international storage policy applies to all Greenheck shipping locations, worldwide.