



Procedure: QSP-7.2.103	Page 1 of 2
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Customer Samples Policy and Procedure

Purpose and Scope

Insulation Supply Company is a customer-focused entity. As such, we occasionally provide our customers with no charge product or material samples for the purpose of enhancing our business relationships. It is our intent that these samples are to be used for product evaluation purposes only and not for use in consumer end products or on working machinery or equipment. Customers who use the samples on end-products do so at their own risk. This document describes Insulation Supply Company's policy governing the issuance of such samples. The samples policy applies to all samples provided to customers from all Insulation Supply Company sales offices

Responsibilities

ISR - Inside Sales Representative

BUYER - Buyer or Purchasing Agent

WHP - Warehouse Person

Procedures

ISR Processes sample request for customer

ISR determines the purpose of the sample and processes an order from the appropriate type and amount of product or material to be sampled. ISR advises the customer of the following:

- It is our intent that these samples are to be used for product evaluation purposes only and not for use in consumer end-products or on working machinery or equipment. Customers who use the samples on end-products do so at their own risk.
- Samples may be sent from the factory - time permitting – or from INSCO inventory. Factory may, depending on availability, substitute similar color, type or size.
- Product or material certification will not be available for samples sent directly from the factory (drop shipped).
- Estimated time of arrival for sampled goods.

Orders will be entered into the computer system in the same fashion as a standard order, except the price will be \$0.00. Terms of payment should be entered as (Samples [code 29]) in the terms code field on the order header. This will allow for better tracking of the sample order and will give us reporting capability. Sample orders must be entered F.O.B. Destination. If the customer needs UPS Red or Blue, or FedEx, etc., ISR will get the customer's carrier account number or will get a purchase order or other written authorization for us to bill them for the shipping charges. Insko will pay for ground service only if the customer is unable to provide a shipper account number,

ISR Creates COD or Credit Card Account If Required

If a sample request is made by a customer who is not in our database an account is created with terms of COD or Credit Card.

ISR Informs Regional Managers that sample has been requested (or sent)

ISR will forward order to the Regional Manager by placing it in the outgoing mail box for that Regional Manager. Telephone notification should be given when practical. This will allow the Regional Manager to hand-deliver and follow up on the application, if necessary.

BUYER Orders Samples if Required

Samples requiring drop-ship from supplier will be listed in the InSCO Daily Orders Entered report and will cause the buyer to place order.

WHP Receives and ships factory samples sent to INSCO

Warehouse personnel (receiving and shipping) processes sample orders in a similar fashion as standard orders.

Revision Notes

- Changed from QSP-03b to QSP-7.2.103 to match AS9100 5-clause format.
- Freight terms were updated.