

Standard Offering

SERVICE AREAS & SPECIFICS

Order Placement Services

- Order entry support
- Troubleshooting
- Documentation requests

Order Delivery Management Services

- Carrier selection
- Prepaid and allowed freight terms
- Documentation and tracking services

Technical Assistance Services

- Product and application troubleshooting
- Product recommendation
- Product comparisons
- Specification compliance
- Product documentation
- Product composition
- Competitive cross-referencing
- Basic environmental, health and science
 - NAFTA certification
 - TSCA information
 - FDA status (food and regulatory compliance)
 - Toxicology information
 - Industrial hygiene information

Financial Services

- Financial credit consultation
- Trade credit references

E-Solutions via the Web

- Comprehensive documentation library
- Order history
- Order status
- Delivery tracking
- Certificates of analysis
- MSDS
- Training course information

Description

Dow Corning offers you more than just quality products – Dow Corning includes a wide range of complementary, standard services available to you when you purchase our materials. These beneficial services are designed with you in mind; choose the services you need for your application and product needs.

Benefits

Proven Solutions – A proven track record ensures appropriate solutions for your specific applications.

Industry Expertise – Dow Corning has experience with electronics industry practices and standards that affect you, in your industry.

Technology – Our facilities and technological capabilities are continuously updated to provide effective solutions for your advanced and growing needs.

Globality – Wide-ranging capabilities that span the globe provide coverage wherever your needs exist – with sales offices, manufacturing sites and science and technology laboratories around the world.

Contact our Customer Service Specialists at (989) 496-5489 (e-mail electronics@dowcorning.com) or visit our web site at www.dowcorning.com/electronics for additional information on Dow Corning Electronics standard service offerings and telephone numbers for your nearest sales office.



Complementary Order Placement Services

Provided by designated Customer Service Professionals (CSPs) who understand your needs and are able to offer material recommendations and application troubleshooting. CSPs can recommend value-added services to provide total solutions. Order placement services include complementary product information that supports the acquisition and use of Dow Corning materials and services. Order information services via our real-time ERP system are available for registered users at www.dowcorning.com. CSPs are available during local business hours. Once the order is entered and logistics processing has occurred, a delivery window is proposed. Mutually agreed-upon delivery windows will then be honored.

- Material availability information is available to you via Customer Service. If you require deliveries sooner than the proposed window, order expediting services are available through the commercial service offering.
- Order entry can be made using Customer Service via phone, fax, e-mail or mail. Changes to orders may be made anytime subject to material availability. If you require short notice modifications to your orders, additional expediting options are available within the commercial service offering.
- Prices for materials and services are based on list prices. In addition, prices may be quoted on an individual basis. These quotations will be valid for the period stated on the quotation or contract.
- All changes in pricing will be notified in writing 30 days before the effective date.
- Unless otherwise stated in a quotation/contract, once an order has been received and acknowledged, the price for the corresponding materials and services will not change provided the order is not changed by the customer.
- Pricing for materials and services will comply with local legal requirements.
- Samples of commercial materials are available and are subject to standard material lead times.

Complementary Order Delivery Management Services

Dow Corning is committed to outstanding, on-time delivery performance. Our commitment to you is to have material available when you want it, in the location you request.

- If material lead times are adhered to, we promise to deliver our materials and services to your designated location within the confirmed delivery window. If we cannot deliver on time for any reason, we will provide an update of when we will deliver your order.
- Dow Corning provides transportation as part of our standard service offering. Alternate transportation arrangements are available through commercial service offerings.
- Shipping information and documentation are available through Customer Service or at www.dowcorning.com.
- If our material is damaged or out of specification, Dow Corning will replace it as quickly as possible. All damage claims must be made within 1 week of arrival. All replacement costs will be the responsibility of Dow Corning, if Dow Corning manages the shipment. If the replacement date is unacceptable, in lieu of product replacement, we will reimburse the total purchase price of the material.
- All customer complaints will be entered into our Quality Notification System and an acknowledgment issued within 24 hours. A corrective action plan will be determined. If required, results will be communicated.

Complementary Technical Assistance Services

Dow Corning provides our customers with extensive product knowledge, useful in solving current problems and preventing future ones. We will work with you to answer questions you may have when selecting and using Dow Corning products. Our Technical Service Resource will be assigned and designated to serve your account needs. These individuals combine technical expertise and best-practice learnings to provide unique resources for application problem solving. These complementary services are available via phone, e-mail or web. Technical assistance is available during local business hours.

Complementary Financial Services

Dow Corning offers solutions to help you meet your financial objectives. A Credit Professional is accessible during local business hours and can provide financial credit consultation and trade credit references for your convenience. Invoice documentation and account statements can be requested through your Credit Professional, or via www.dowcorning.com (for registered users).

- Standard payment terms are available in line with local custom and practice. Payment terms begin on shipment date; alternate payment terms are available.
- Invoices will be issued in the agreed currency.
- Our credit offerings are based on external credit investigation. We reserve the right to refuse credit terms based on the outcome of this investigation.
- Our preferred payment methods are electronic funds transfer and direct debit. In addition we accept:
 - Checks and bills of exchanges as valid forms of payment.
 - Visa, MasterCard and American Express where possible.
 - Letters of credit following the Dow Corning Letter of Credit (DCLC) requirements guidelines. We require the letter of credit prior to the shipment date. Such letters of credit are payable in US dollars or Euros.
- You are responsible for any correspondent bank fees or currency conversion.
- Local market rates will help to determine agreed early payment discounts.
- Late payments will incur an interest charge.
- Orders may be blocked for shipment due to unpaid balances or insufficient credit availability.

Complementary E-Business Solutions

Our E-Business offerings are not about technology; rather they are about you with solutions that provide an easier and more convenient way of doing business with Dow Corning. These offerings include self-service order information access, valuable content and on-line information to provide solutions quickly. We will help you with your globalization efforts through access to our global product line and supporting product documentation from the Dow Corning Resource Center at www.dowcorning.com.

- Dow Corning provides web-enabled:
 - Resource Center with comprehensive documentation library to assist in both choosing and using Dow Corning materials.
 - Order information including order history, order status, delivery tracking, certificates of analysis and material safety data sheets.
 - Training courses on Dow Corning products and application.
 - E-mail Industry Update Services, which inform you on the latest happenings with the products in which you are interested.
 - Access to Dow Corning Customer Support.



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www.dowcorning.com

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