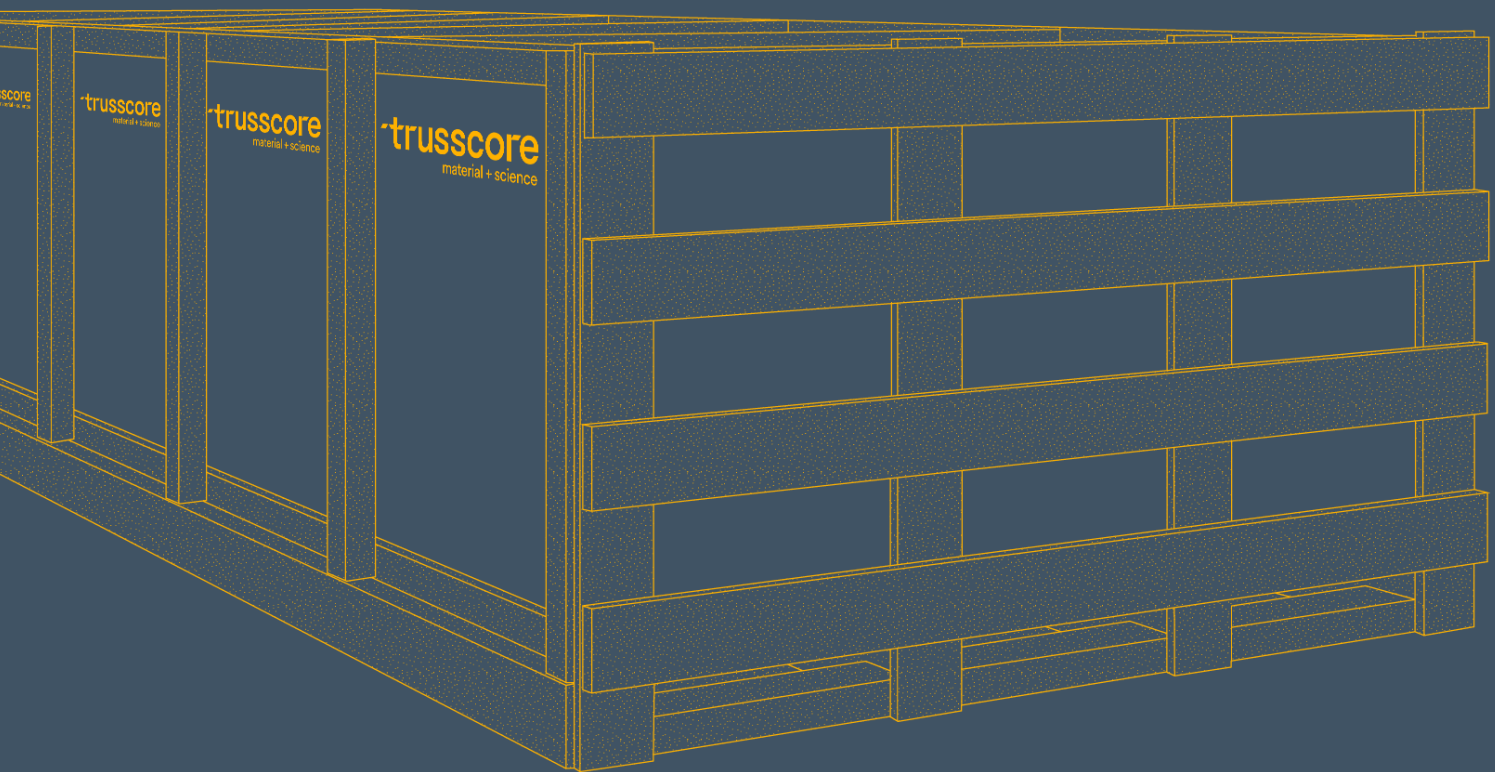


Distributors and Retailers

trusscore

Shipping and Handling Guidelines



Picking up Material at a Trusscore Facility
Receiving Product
Storage Guidelines
Handling Pallets
Picking and Packing Job Lot Orders
Strapping Pallets on a Trailer

Picking up Material at a Trusscore Facility

To streamline logistics and get trucks in and out of our yards quickly, we require pickup appointments to be made a minimum of 48 hours in advance. Pickup addresses and appointment contacts are as follows:

Palmerston	Calgary
<p>140 Minto Road Palmerston, Ontario NOG 2P0</p> <p>Loading hours in Palmerston are from 8 a.m. to 3 p.m. EST, Monday through Friday.</p> <p>Send appointment requests by email to shipping@trusscore.com or by phone at 519-417-1000</p>	<p>5201 64 Avenue SE Calgary, Alberta T2C 4Z9</p> <p>Loading hours in Calgary are from 8 a.m. to 3 p.m. MST, Monday through Friday.</p> <p>Send appointment requests by email to shipping@trusscore.com or by phone at 1-888-418-4679</p>

Shipping Guidelines for Pickup Orders

Flatbed trailers should be used to maximize the amount of product in the shipment. Flatbed trailers are 8-1/4' high, 8-1/2' wide, and 48' or 53' long.

On a 48' trailer, we use the full 48' for product (with an inch or two of hangover), so there's no room for the driver to store extra straps, tarps, or other items on the bed of the trailer. These items need to be stored in the cab or belly boxes. On a 53' trailer, we typically use the full 53' as well, but product is unable to hang over the edge.

Strapping Guidelines for Pickup Orders

When picking up your orders, we recommend that your carrier follow the guidelines below to minimize the potential for damage in transit:

- Strap full loads with a minimum of 16 straps
- Ensure that the straps fall on the vertical wood bands of the top skid (and wherever possible on the skids below)



Optimum strapping location is always above or on a side leg

Receiving Product

- When shipments arrive from Trusscore, inspect all items you receive
- Verify that the quantities and items you received are correct
- Verify that all items are in good condition
- Advise rma@trusscore.com of any issues with your shipment within two days of receiving it directly from Trusscore. If the shipment came from a distributor of Trusscore, contact the distributor and advise them of any issues with your shipment
- Pictures are required to document any concerns

Storage Guidelines

- All Trusscore products should be stored on a flat, level surface that is clean and dry
- It's recommended that products are protected from the elements during storage, either by storing them inside a building or within a protected covered area
- Outdoor storage of Trusscore panel products is permitted (boxed products should be stored indoors), provided they have lumber wrap protecting them. Lumber wrap has a one-year lifespan. If products sit outside longer than that, contact orders@trusscore.com to request new lumber wraps
- All Trusscore Wall&CeilingBoard, SlatWall, and TempWall pallets will arrive to you covered by lumber wrap to protect the product from dirt, moisture, and sun exposure during shipment and storage
- Once the pallet has been opened, the best practice is to replace the lumber wrap on top of the pallet to keep it protected
- For safety, do not stack more than four full pallets of material high. This includes Wall&CeilingBoard, SlatWall, NorLock, and Trim pallets
- Trusscore products should not be stored in locations where temperatures may exceed 50°C (122° F). This includes blacktop/pavement areas where sun exposure can raise the temperature substantially
- Trusscore recommends a First In, First Out (FIFO) inventory system, where the first product you receive is the first product shipped to your customers. This will ensure customers get the best possible product for their projects. Labeling pallets with the date they are received will help make this process quick and easy for shipping personnel



Trusscore products stored in their original packaging

Picking and Packing Job Lot Orders

Distributors who sell Trusscore products will often need to open lifts of product to pick and package job lot orders for their customers. Here are some best practices to keep in mind during that process:

- Shipping job lot orders on skids is recommended
- Skids should be the same length as the longest panels being shipped
 - Shorter skids leave the panel ends unprotected and vulnerable to damage (Fig. 1)
- Skids should be slightly wider than the panels, never narrower, to prevent damage when strapping product to the skid
- Don't slide the panels when picking them, it can lead to scratches or damage

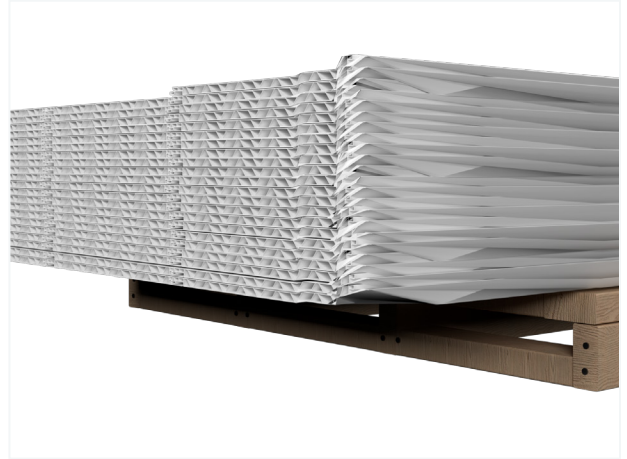


Fig. 1



Fig. 2

- Be careful not to trap sand, dust or dirt between the panels. It can cause damage if the panels shift during loading, transport or unloading
- Panels should be stacked from longest lengths at the bottom, to shortest lengths at the top (Fig. 2)
- The top and edges of the product should be protected during shipment
 - Option 1 – use rigid sheets of OSB (or something similar) (Fig. 3a)
 - Option 2 – use cardboard sheets (Fig. 3b)
- Once the product is picked and protected, it will need to be strapped to secure the panels in place



Fig. 3a

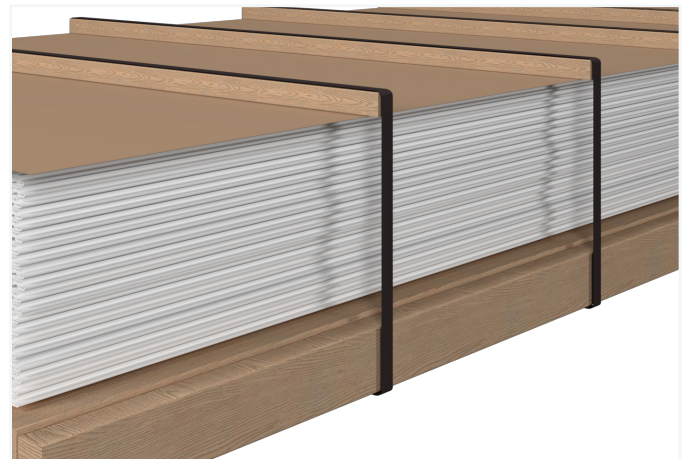


Fig. 3b

- Do not overtighten the straps. Doing so will damage the product
- If using cardboard sheets on top, ensure that rigid corner protectors are used as well to protect the edges from damage (Fig. 4)
- Trims should be shipped in boxes for their protection



Fig. 4

Protective Packaging

- To ensure cleanliness of our products during transportation and storage, Trusscore pallets are packaged with a plastic sheeting on the bottom of our skids, extending them one-third of the way up the sides. This is designed to eliminate the risk of road wash and dirt infiltration during transportation and storage. (Fig. 5a & 5b)
- We encourage you to leverage this additional packaging material to safeguard job lots shipped to your customers, ensuring they receive Trusscore products in optimal condition. (Fig. 5c)



Fig. 5a

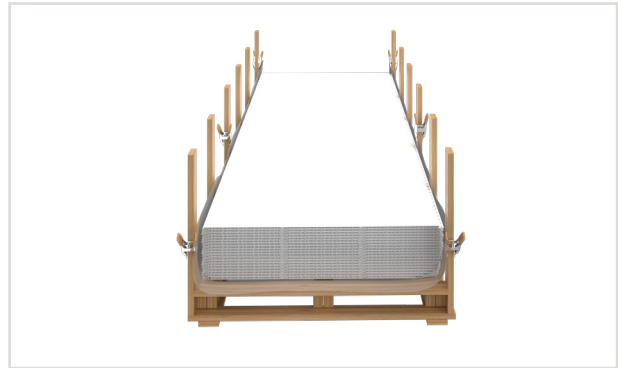


Fig. 5b

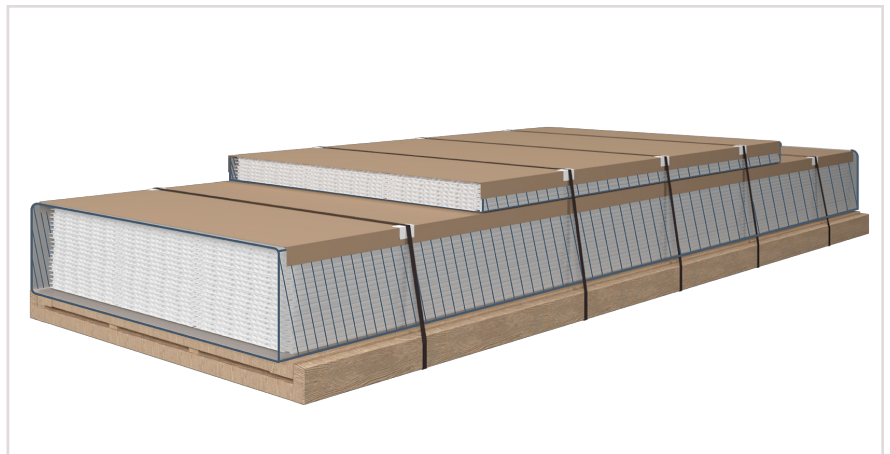


Fig. 5c



Protective Packaging

Handling Pallets

- Trusscore recommends using a forklift to load and unload our products
- The forks of the forklift should be set as wide as possible when lifting Trusscore products. A minimum 40" is required to avoid damage
- Product should not be rolled or dumped off a truck during delivery to retail locations or jobsites
- Do not lift more than one pallet at a time
- Trim pallets must remain covered any time moisture may be present (to protect the boxes)

Trusscore is not responsible for damage due to improper product storage or handling.

Strapping Pallets on a Trailer

- Ensure straps are placed as close to the ends of the pallets as possible
- Place heavy cardboard corners over the edges of NorLock panels to prevent strap damage

If you have any questions about these guidelines, please reach out to your Regional Account Manager.

To report any issues with your shipments from Trusscore, email rma@trusscore.com within two days of receipt.

To order more lumber wraps, email orders@trusscore.com.