



Cleveland Steel Container Corporation

30310 Emerald Valley Parkway • Suite 400 • Glenwillow, Ohio 44139 • (440) 349-8000 • Fax (440) 349-8101

August 11th, 2021

Subject: Order Change/Cancellation Policy Change Announcement

Dear CSC Customer,

After careful consideration between the general managers at each of our pail plants and the rest of our management team, we have decided to adjust our company-wide order change/cancellation policy.

Effective immediately, our minimum 5 working day policy to cancel or move a steel pail order from its intended production date will be extended to **a minimum of 10 working days**. For example, if you have a steel pail order set to enter production on October 18th, 2021, the last day you can request to move or cancel it is the end of business on October 4th, 2021.

We are implementing this change due to the increase in lead times for steel pails and raw materials, particularly cold-rolled steel. Last-minute order changes and cancellations can cause major production hurdles for all our customers. Extending the policy to 10 working days allows us to handle the raw material shortages more efficiently, making these production hurdles easier to overcome. This will help us achieve our #1 goal to ***“Make Good Pails and Deliver Them On Time”***.

If you have any questions about this policy change, please feel free to contact your customer service representative or regional sales manager via phone call or email. You can find your representative or sales manager directly on our website at [cscpails.com/locate](https://www.cscpails.com/locate).

Stay healthy,

Daniel Roether

Vice President of Sales

216-310-4041 | droether@cscpails.com