



## THE WAKEFIELD CUSTOMER CHARTER

Wakefield Canada's Customer Charter outlines our supply and service standards covering all aspects of your buying journey. Our objective is to provide a simple, reliable and positive experience for all your interactions with Wakefield.

NOTE: This document provides a high-level overview of our supply and service standards and is not legally binding. Conditions set out in any signed agreements, contracts or terms and conditions will supersede the contents of this document.



# CUSTOMER ORDERS

## ORDER PLACEMENT

Making ordering efficient, accurate and convenient

Order by phone: 1-800-268-5339  
Quebec & Maritimes: 1-800-361-3837

Our bilingual customer service team are available by phone from 8:30am to 4:30pm local time, across Canada, to accept your orders.

Order by email: [wakefieldorders@wakefieldcanada.ca](mailto:wakefieldorders@wakefieldcanada.ca)

You can email your orders to our Wakefield orders inbox at any time.  
Our customer service team will send you an email confirmation once your order has been processed.

If you are a Think Tank Customer: Wakefield receives your bulk orders automatically based on daily signals from your tank monitors, so there is no need to place an order.

## MINIMUM ORDER QUANTITIES

Free deliveries if you meet the minimum and are within our standard delivery zones

### BULK

- When ordering a single bulk product - 500 litres
- When ordering multiple bulk products – 300 litres per product

### PACKAGED GOODS

- 180 litres of combined products

### COMBINED ORDERS

- If ordering bulk and packaged products together, there is no minimum for packaged products if minimum bulk quantities are met

Wakefield's bulk minimums are set to ensure product integrity and quality at delivery.  
Wakefield reserves the right to refuse a delivery if tank limits do not permit a quality product delivery.

Please include the following information when placing your order to ensure accuracy:  
Your name, company name, account number (if known), shipping address, billing information, product name, pack size/format and quantity ordered for each product.



# SPECIAL DELIVERY INSTRUCTIONS

Making ordering efficient, accurate and convenient

If you have any special delivery instructions for your business, we should already have that information, however, we do appreciate it if you share them when you place your orders, to make sure we've got it right. Examples include the items below....

- Unique delivery hours
- Special equipment requirements (ie: tailgate required)
- Delivery location restrictions
- Purchase Order required prior to delivery

## PICKING UP YOUR ORDER

Should you wish to pick-up your order at one of Wakefield's warehouse locations across the country, simply place your order and it will be ready for pick-up within 24 hours. It's always a good idea to call ahead, to make sure it's ready for you when you arrive.

If you need your order the same day, please call Customer Service by noon.

Wakefield will cancel any orders that have not been picked up after 48 hours.

**There are no minimum quantities for pick-up orders.**



# ORDER MANAGEMENT

## ORDER CONFIRMATION

### Acknowledging order receipt and confirming details

Wakefield will acknowledge and confirm your order with an email confirming the details, including:

- Shipping address
- Billing information
- Products ordered
- Estimated delivery time

**NOTE:** Order Confirmations are not sent for orders generated by Think Tank Monitors or received via EDI (unless stipulated as part of set-up).

## ORDER REVISIONS

### What if you need to change an order you've already submitted?

If your order has not been released for shipment, order revisions for stocked products can be made up to 24 hours after the initial order placement.

- All changes must be requested directly through the Wakefield Customer Service team via email or phone
- Changes made after 24 hours may be considered a separate order and may result in either a rush order or a revised delivery date



## BACK ORDERS

It's your choice on how we manage when out of stock

If an item on your order is out of stock, we will work with you to determine the best way to manage, based on your needs.

- Hold the order until it is complete
- Ship what we have and create a separate order (back-order) for the missing item(s) to ship when available
- Substitute the missing product for another product

In all instances, Wakefield will not delay shipment of an order unless directed by you. Also, any back orders will be shipped free of charge as soon as it is available.

## NON-STOCKING ITEMS

Some slow moving products may not be stocked in all warehouses

If an item on your order is not stocked in your local Wakefield warehouse we will let you know at time of order entry and provide the time it will take to have that product available. Based on that information, we will manage your order delivery to best suit your needs.



# DELIVERY

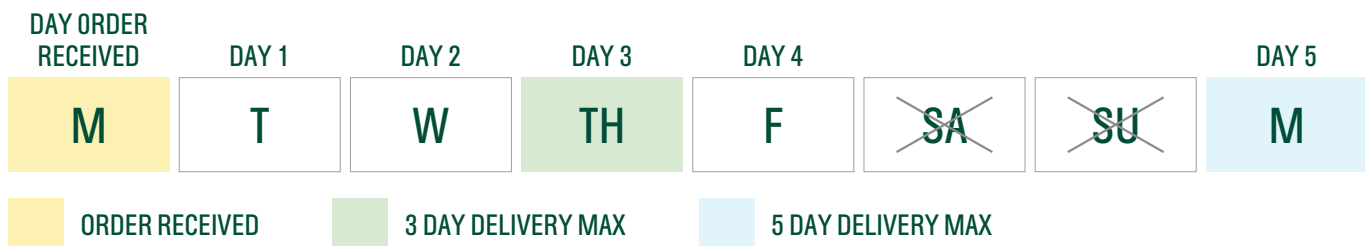
## DELIVERY LEAD TIMES

Getting your orders when you need them

Delivery lead time is defined as the time from order placement to delivery to you. Wakefield's delivery lead times are dependent on where you are located. Please contact our customer service team to understand your specific lead times, but generally they are as follows:

- For major metro areas – on or before 3 working days
- For areas outside of major cities – on or before 5 working days
- For remote or rural areas – Lead times vary based on a standard cycle (ie. every second week)

**NOTE:** For orders that are automatically generated via Tank Monitoring or EDI, Wakefield delivers as required.



**For Example:** If you place your order on Monday (before close of business – 4:30pm, local time), you will receive your order on or before Thursday if you are in a 3-day max delivery zone, and no later than the following Monday if you are in a 5-day delivery zone. Revisions to orders may push out delivery dates.

## RUSH ORDERS

We will do what we can to get product to you faster

If you need your order faster than Wakefield's standard delivery lead time, Wakefield will accept requests for RUSH orders and will do our best to accommodate where operationally viable. Once we confirm our ability to deliver based on your needs, an administrative charge of \$100 will apply.

## DELIVERY SITE CONDITIONS

Ensuring the health and safety of our drivers and the environment

Please ensure that your delivery site adheres to the latest storage regulations and that there is clear and safe access to the site itself and all delivery points. Our drivers may refuse to deliver in instances where the site is deemed unsafe, environmentally suspect or compromises our product quality.

# CUSTOMER SUPPORT

## FEEDBACK

### Letting us know if your service experience is unsatisfactory

Please contact our customer service team via email ([info@wakefieldcanada.ca](mailto:info@wakefieldcanada.ca)) or telephone (1-800-268-5339) with any complaints. Please have the following information ready so that we can best resolve your issue.

- Product Information – product name or part #
- Wakefield Sales order number
- Customer information – your name, address or Wakefield customer number
- Reason for your complaint
- Any other pertinent information

All complaints will be assigned a number and will be investigated to final resolution. Response times will vary based on each individual circumstance, but it is our goal to resolve all issues within 5 working days.

## RETURNING GOODS

### **If it's our mistake - shipped in error or damaged goods:**

If you receive product that does not match what was ordered, was defective or was damaged at the time of arrival and is no longer saleable/useable – product can be returned at no cost and a credit will be applied once product has been returned and inspected. Please report any damaged product at time of receipt. For all other instance, your request for return is required within 5 days of receipt.

### **If we did everything right, but you still wish to return products:**

If product was delivered as per your order and in good condition but you no longer wish to keep it Wakefield will accept returns and apply a credit for the returned goods so long as the following criteria are met:

- Any product to be returned must be associated with a Wakefield sales order and associated invoice issued within the last 6 months
- Customer arranges and pays for freight to return product to Wakefield local warehouse
- Upon receipt by Wakefield, product will be inspected to ensure it is saleable:
  - In its original sealed container, in good condition.
  - Within its expiry date
  - Meets current specification
- If the product is not saleable, a credit will not be issued

All returns must be pre-approved, at Wakefield's discretion and must be assigned a return authorization (RA) provided by Wakefield's Customer Service Team. Once a RA has been issued, we require product to be returned within 30 days or the RA will be cancelled.

Obsolete, non-stock items, or items that have been made to order, are not eligible for return.



## TECHNICAL SUPPORT

If you have questions about our products or require basic technical information Wakefield offers support which is available free of charge through the following channels:

- ON-LINE via our Wakefield website at [www.wakefieldconnect.com](http://www.wakefieldconnect.com)
- BY PHONE via our technical support hotline at 1-888-CASTROL (1-888-227-8765)

Should you require more advanced technical support, please contact our Customer Service Team or your local Wakefield Sales Representative who will be happy to assist you.

## GENERAL INQUIRIES

MSDS, PDS, etc.

For all other inquiries, please contact our Customer Service Team to speak with someone directly. Should you not connect with someone Wakefield is committed to returning your call or responding to your message as soon as we can.

ON-LINE [www.wakefieldconnect.com](http://www.wakefieldconnect.com)

EMAIL [info@wakefieldcanada.ca](mailto:info@wakefieldcanada.ca)

BY PHONE 1-800-268-5339



# PRICING and PAYMENTS

## PRICING

Any published price lists do not include any provincial taxes or applicable environmental fees. Products are sold based on the applicable price list for each of our customers in effect as of the date of order placement. If pricing on any purchase order received fails to match the pricing set by Wakefield, Wakefield reserves the right to hold/delay shipment of the order until the pricing discrepancy has been resolved.

## PRICE ADJUSTMENTS

Wakefield retains the option of implementing price changes for any of our products with 30 days written notice to customers. Once the date for a price change has been communicated, the active price will be invoiced for orders received prior to the effective date. Any orders received after the effective date will be invoiced at the new pricing in effect.

## DEDUCTIONS

Any payment deductions require advance Wakefield approval. Wakefield does not accept any unauthorized deductions, charges or fines from customers. Any such charges must be repaid by the customer or will be offset against the customer's available allowances, credits and/or trade funds.

## PAYMENT METHODS, PAYMENT TERMS AND CREDIT LIMITS

Wakefield's standard payment terms are 1% 15 days, net 30 days. Orders are invoiced once shipments are confirmed. Wakefield accepts payment via cheque, credit card or direct debit.

## OVERDUE PAYMENTS AND CREDIT HOLD

If you have exceeded your credit limit or have overdue payments, Wakefield may not be able to confirm, release or deliver your order. If your order has been placed on credit hold, a Wakefield representative will contact you to arrange payment to release your order and return your account to active status.

To arrange payment, receive information about your credit limit, or terms or to change your payment method, please contact our credit department at [credit@wakefieldcanada.ca](mailto:credit@wakefieldcanada.ca).

# OTHER STANDARDS

## REMOVAL OF EMPTY DRUMS OR KEGS

Wakefield does not charge a core fee on our drums, kegs or pails. As a result, we do not remove empty drums or kegs. Customers are not required to return these empty containers, and we encourage you to find a local solution for recycling or disposing of them in accordance with local environmental regulations.

If you need assistance finding a local solution for your disposal needs, we can help.

## FILLING UNAUTHORIZED CONTAINERS

Wakefield will not dispense bulk fluid from our bulk delivery trucks to drums or any container that is below a capacity of 300 litres or that is non-compliant with provincial or federal requirements for storage of bulk lubricants.

## CUSTOMER SITE REQUIREMENTS

Wakefield requires a site inspection for new customers or a site change report for any changes to an existing customer site to ensure safety to our drivers as well as the environment. Wakefield reserves the right to refuse a delivery should the site be deemed unsafe, based on Wakefield's sole discretion.

Wakefield will not deliver to unattended sites. All sites must be properly cleared of any parked cars, snow or debris to allow for our trucks to access the delivery areas.



# CONTACT

		ONLINE	EMAIL	PHONE
<b>Order Placement / Management</b>	Placing orders Changes to existing orders Order delivery status	Wakefield Connect	<a href="mailto:wakefieldorders@wakefieldcanada.ca">wakefieldorders@wakefieldcanada.ca</a>	1-800-268-5339
<b>General Inquiries</b>	Disputes, claims or complaints Setting up an account with Wakefield Changes to your account Adding new products to your account	Wakefield Connect	<a href="mailto:info@wakefieldcanada.ca">info@wakefieldcanada.ca</a>	1-800-268-5339
<b>Product / Technical Support</b>	Castrol Wakefield SuperClean	Wakefield Connect	<a href="mailto:technical@wakefieldcanada.ca">technical@wakefieldcanada.ca</a>	1-888-227-8755

