

Sales Bulletin: 2011-83DDC

October 23, 2011

Clarification on New Process for Crating Grid Orders

Effective October 1, we are changing our requirements for packaging LTL shipments. All LTL shipments for 'C' Service items, Special items, and ceiling grid components over 6 ft. long will be subject to mandatory crating protection. **There will be a charge of \$150 for this service per crate. Each crate holds approximately 1000 lbs of grid.**

We have been experiencing a very high rate of damage on LTL shipments foregoing crating. This is creating issues of delayed deliveries to job sites, delays for the supply of replacement material and an unacceptable level of service to customers.

We encourage LTL shipping quantities to be ordered and shipped through distributor customers for the optimum service. But with circumstances that call for LTL shipments this new shipping policy will greatly reduce the chances of damage and greatly increase the chances of the delivery of product damage free.

Please contact the Customer Focus Center at 1-877-ARMSTRONG if you have any questions regarding this change.