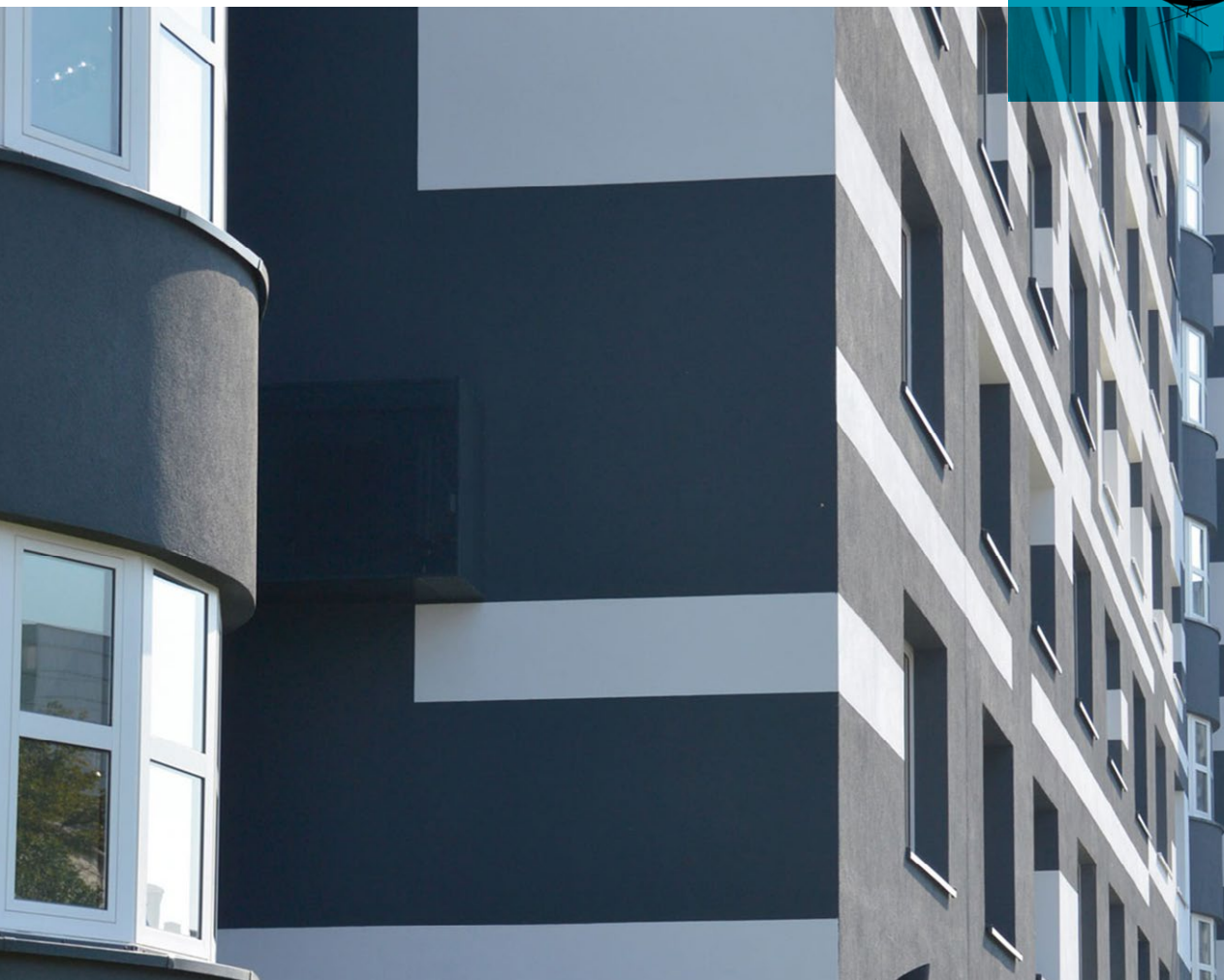
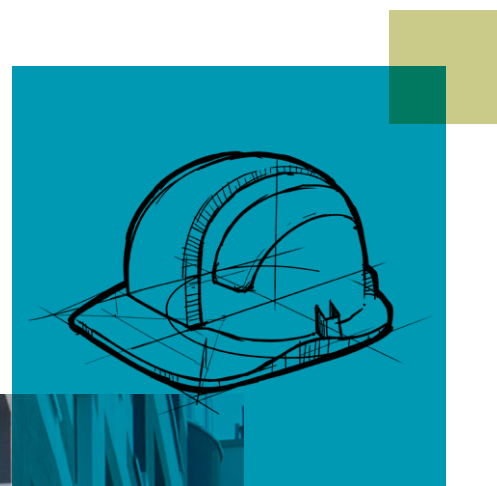


# EWI SYSTEM HOLDERS ORDERING GUIDE

August 2019



## TERMS & CONDITIONS

At ROCKWOOL, our aim is to offer the best possible customer experience to our EWI System Holders. To help offer you the very best service, we hold in stock an extensive range of EWI Dual Density Slabs.

Details of our stocked items are contained on page 8 of this document along with product packaging information and, where applicable, minimum order quantities for non-standard products.





### **In stock**

Delivery times for in-stock items will be communicated following a receipt of a formal order via an order confirmation.

If your order comprises a mixture of in-stock and made to order products, the order will be delivered in line with the longest lead time.

**The minimum order quantity will consist of one pallet of a single product thickness, unless otherwise stated.**

### **Made to order**

Delivery times for made to order items will be communicated following receipt of a formal order via an order confirmation.

If your order comprises a mixture of in-stock and made to order products, the order will be delivered in line with the longest lead time.

Orders for made to order products cannot be accepted unless they meet the relevant minimum order quantity. The full order must be taken as part of a single order which may be taken over multiple deliveries over a one-month period.

Once ordered, made to order products cannot be cancelled, and the full costs will be applied.

## Delivery

Whether delivering to a yard or direct to site, ROCKWOOL has a variety of delivery options designed to meet your needs.

**All full load deliveries are made free of charge**

(UK mainland only).



Deliveries of less than one full load will incur charges as outlined below.

Half loads: Subject to availability and to the costs shown in the table below, half loads or more qualify for a timed delivery within a two-hour window.

Loads which are less than half full are scheduled over a two-day period. You can secure a timed delivery within a two-hour window for an additional charge of £290.

**Please note: This charge is over and above the charges related to the pallet quantities in the table below.**

### Delivery load and charges

Load	Pallet size: Cost	1200 x 1200mm Pallet load 44	
		Min	Max
Full load	£0	44	44
60-99%	£180	26	43
50-59%	£210	22	25
25-49%	£290	11	21
0-24%	POA	1	10

### Delivery vehicles

We have multiple delivery vehicle options so that we can offer you the most suitable, practical and cost-effective delivery service possible.

#### Articulated HGV

Our standard delivery vehicle is a 16.5m articulated HGV, weighing up to 44T.

#### Moffett

The cost of a moffett service is £210 and is in addition to the charges in the table above.

### Collections

Collections in a suitable vehicle can be arranged from ROCKWOOL in Pencoed, Bridgend, between 7am and 12 noon, Monday to Friday.

The ROCKWOOL Customer Support Centre will provide information on this service as required.

**Please note: All other terms and conditions remain the same**

**Restricted site access vehicle** – If your delivery destination requires the use of an urban trailer please contact our Customer Support Team.

A charge of £290 will be made for this service and is in addition to the charges in the table below.

Full load 32 pallets	FOC
19-31 pallets	£180
16-18 pallets	£210
11-15 pallets	£290
1-10 pallets	POA



## FORS

Deliveries requiring FORS Bronze are available at no extra cost on request.

Deliveries requiring FORS Silver and FORS Gold are available on request for a surcharge, please contact the Customer Support Centre for further details.

### Amending orders

You can amend an order free of charge for stocked items up until 11.00am, 72 hours before dispatch, or additional charges will apply.

Once ordered, if manufacturing has begun, made to order products cannot be cancelled or amended. The full costs will be applied.

### Cancelled deliveries

#### Stocked items

- For products which have not been loaded, no charges will apply
- For products which have been loaded but have not left the site, a minimum handling charge of £100 will apply
- For products which are in transit for delivery, handling and transport costs will apply and will be confirmed by ROCKWOOL Customer Support Centre at the time of cancellation.

#### Made to order Items

- For products which have not been manufactured, no charges will apply
- For products which have been manufactured, the full order value will be charged
- For products which have been manufactured and are in transit for delivery, the full order value plus handling and transport costs will apply

### Postponed deliveries

#### Stocked items

The storage charge will be £100 per trailer per day.

#### Made to order items

Storage charges will apply to made to order product deliveries that are postponed after the product has been manufactured. The storage charge will be £100 per trailer per day.

### Refused deliveries

Deliveries which are refused for any reason (e.g weather conditions) will incur costs which will include the delivery and return charges and ROCKWOOL handling fees.

### Redirected deliveries

Deliveries that are redirected from the agreed delivery destination will incur charges. ROCKWOOL Customer Support Centre will confirm these costs at the time of request.

### Delayed off-loading

Waiting time charges at £75 per hour pro-rata will apply if the delivery vehicle is not off-loaded within two hours of the requested delivery time.



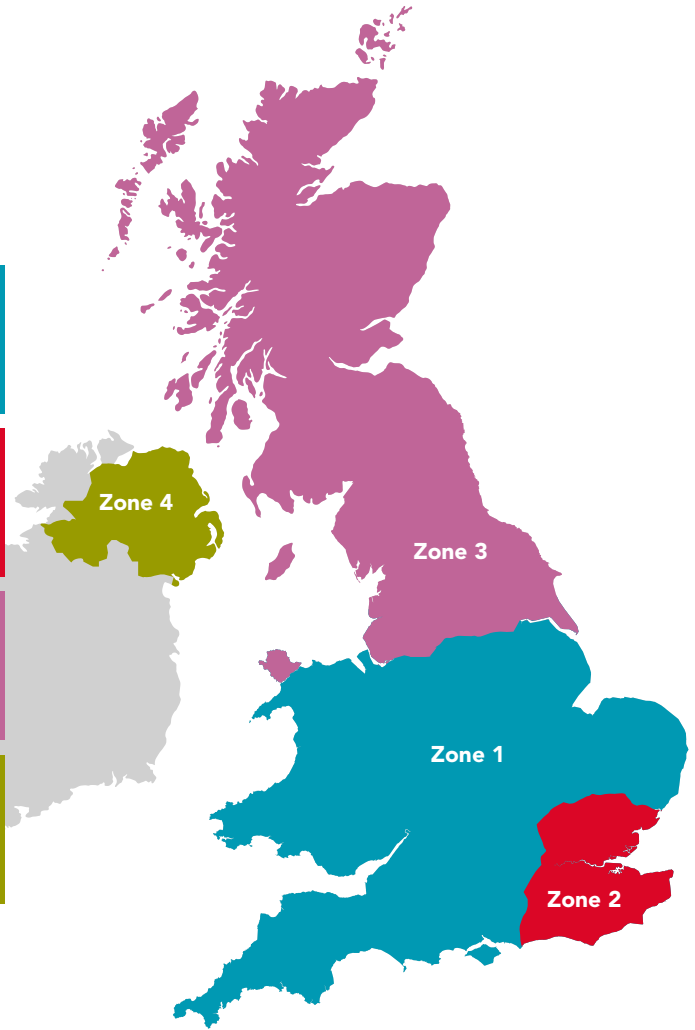
If your order utilises our pallet delivery service, please refer to the tables shown below to calculate your delivery charges.

**Zone 1**  
Wales, South West, Central and East England  
From £70 per pallet

**Zone 2**  
London and South East England  
From £80 per pallet

**Zone 3**  
Scotland and North England  
From £90 per pallet

**Zone 4**  
Northern Ireland  
POA



**Zone 1** B, BA, BH, BS, CB, CF, CH, CV, CW, DE, DT, DY, EX, GL, HP, HR, IP, LD, LE, LL, LN, LU, MK, NG, NN, NP, NR, OX, PE, PL, PO, RG, SA, SN, SO, SP, ST, SY, TA, TF, TQ, TR, WR, WS, WW

**Zone 2** AL, BN, BR, CM, CO, CR, CT, DA, E, EC, EN, GU, HA, IG, KT, ME, N, NW, RH, RM, SE, SG, SL, SM, SS, SW, TN, TW, UB, W, WC, WD

**Zone 3** AB, BB, BD, BL, CA, DD, DG, DH, DL, DN, EH, FK, FY, G, HD, HG, HU, HX, IV, KA, KW, KY, L, LA, LS, M, ML, NE, OL, PA, PH, PR, S, SK, SR, TD, TS, WA, WF, WN, YO

**Zone 4** BT

**Please note:**

- The rates detailed above are based on a 1200mm x 1200mm pallet
- Prices will be higher for alternative pallet sizes
- The maximum pallet height that can be shipped by courier is 2.29 metres

## Contact details

### ROCKWOOL Customer Support Centre

To place an order or for a price enquiry please contact:

ROCKWOOL Limited, Pencoed  
Bridgend, CF35 6NY, United Kingdom

**Email:** [customersupportcentre@rockwool.co.uk](mailto:customersupportcentre@rockwool.co.uk)

**Telephone:** 01656 868 445

[www.rockwool.co.uk](http://www.rockwool.co.uk)

#### Opening times

Monday 9am-5pm

Tuesday 9am-5pm

Wednesday 9am-5pm

Thursday 9am-5pm

Friday 9am-4pm

### ROCKWOOL Technical Solutions

For all technical product and application queries please contact:

ROCKWOOL Limited, Pencoed  
Bridgend, CF35 6NY, United Kingdom

**Email:** [technical.solutions@rockwool.co.uk](mailto:technical.solutions@rockwool.co.uk)

**Telephone:** 01656 868 490

[www.rockwool.co.uk](http://www.rockwool.co.uk)

#### Opening times

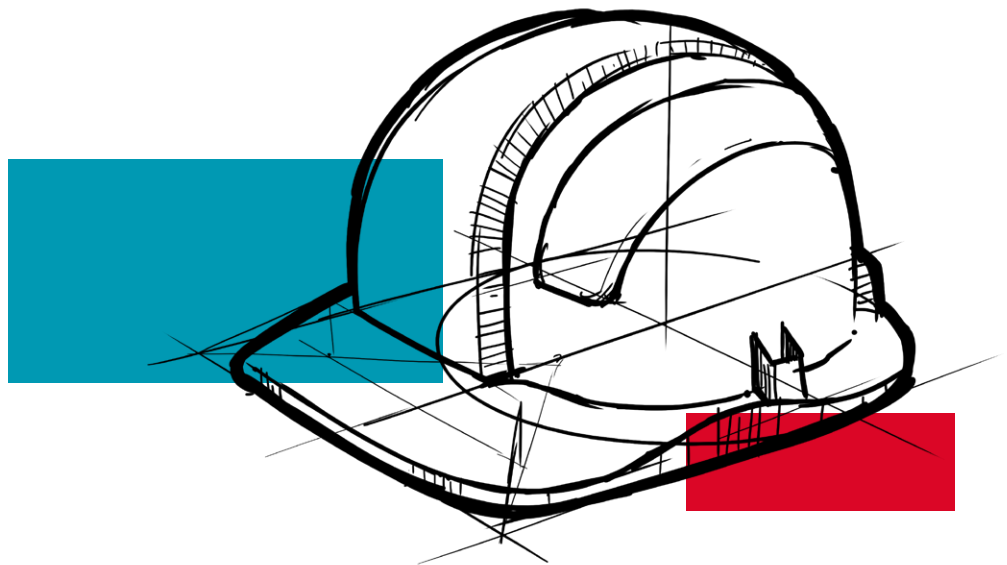
Monday 9am-5pm

Tuesday 9am-5pm

Wednesday 9am-5pm

Thursday 9am-5pm

Friday 9am-4pm



**Packaging details**

Size - 1200mm x 600mm

Product Code	Thickness (mm)	Slabs per pack	Slabs per pallet	MOQ Slabs	MOQ m <sup>2</sup>	Pallets per load
175440	*30	5	80	80	57.60	44
122975	*40	4	64	64	46.08	44
122951	50	4	48	48	34.56	44
122952	60	4	40	40	28.80	44
122953	70	3	36	36	25.92	44
122954	80	3	30	30	21.60	44
122955	90	2	28	28	20.16	44
122956	100	2	24	24	17.28	44
122957	110	2	20	20	14.40	44
122958	120	2	20	20	14.40	44
122959	130	2	16	16	11.52	44
122960	140	Slabs on pallets	18	18	12.96	44
122961	150	Slabs on pallets	16	16	11.52	44
122962	160	Slabs on pallets	16	16	11.52	44
173607	170	Slabs on pallets	12	12	8.64	44
173613	180	Slabs on pallets	12	12	8.64	44
122965	190	Slabs on pallets	12	12	8.64	44
122966	200	Slabs on pallets	12	12	8.64	44
122967	210	Slabs on pallets	12	528	380.16	44
122968	220	Slabs on pallets	10	440	316.80	44
122969	230	Slabs on pallets	10	440	316.80	44
122970	240	Slabs on pallets	10	440	316.80	44
122971	250	Slabs on pallets	10	440	316.80	44

**Please note:**

- All made to order products are subject to minimum production runs
- All External Wall Dual Density Slabs in the thickness range 30mm to 200mm are held in stock and are highlighted in green
- Thicknesses above 200mm are made to order and \*30mm & \*40mm thicknesses are manufactured as monodensity slabs
- 30mm thickness is available in pack quantities with 5 slabs per pack – product code 175815



### The ROCKWOOL Trademark

ROCKWOOL® - our trademark

The ROCKWOOL trademark was initially registered in Denmark as a logo mark back in 1936. In 1937, it was accompanied with a word mark registration; a registration which is now extended to more than 60 countries around the world.

The ROCKWOOL trademark is one of the largest assets in the ROCKWOOL Group, and thus well protected and defended by us throughout the world.

If you require permission to use the ROCKWOOL logo for your business, advertising or promotion. You must apply for a Trade Mark Usage Agreement. To apply, write to:  
[marketcom@rockwool.com](mailto:marketcom@rockwool.com).

### Trademarks

The following are registered trademarks of the ROCKWOOL Group:

ROCKWOOL®

ROCKCLOSE®

RAINSCREEN DUO SLAB®

HARDROCK®

ROCKFLOOR®

FLEXI®

BEAMCLAD®

FIREPRO®

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[marketcom@rockwool.com](mailto:marketcom@rockwool.com).

August 2019

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