



August 24, 2009

**CUSTOM ITEM CHARGES
(BLEND CHARGE ELIMINATED!)**

Custom Items are a great way to have a roof that stands out from the rest. Custom Items compliment our already large selection of Standard Items. Custom Items are tiles that have been made by Entegra before, but are not part of our Standard Product Offering. Custom Items can be mixed and matched with our existing base colors, antiques or flashes. A current listing of these products can be found on our website (www.Entegra.com). If the exact item is not on the list, please contact us and we will try to accommodate the request. Custom Items can be blended with Standard Items.

In an effort to simplify our charges to support our customers' desire for a unique roof at a reasonable price, the pricing and production methodology has been improved.

-- Effective September 1st, 2009 --

Custom Item Blends may be produced with transitional tile when running multiple custom colors for an order. Transitional tile is the small number of tile produced when changing colors that is a mix of two colors in an order's Custom Blend. This is the result of not cleaning the mixer when changing from one color to the next.

The standard procedure is to clean the mixer between each color during production. The time and effort involved in cleaning the mixer between each color adds to the cost to produce the tile, this cost is significant for runs of small quantities of Custom Items for Custom Blends. **By eliminating this cleaning our cost is reduced and that saving is passed along to you by allowing us to eliminate the prior Custom Item Blend charges. Following are the Custom Item minimums and charges:**

- **A minimum charge of 35 squares of field tile per order**
- **The requirement of ordering custom trim in 75 piece increments will remain the same**

When placing an order for Custom Items it is best to place the order early so we know the order is coming. Since your order is custom we will attempt to customize your delivery date. As the job approaches we request that you work with your Customer Service Representative to be sure we meet your delivery expectations. It is our intent to meet or

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exceed your realistic expectations for Custom Items and to keep the tile flowing from our manufacturing line to the roof. We do not want the tile produced too early causing storage issues for us or too late causing delays in delivery for you.

Please Note: If transitional tile is not desired, the following blend charges will still apply. Please state on the order if you do not desire transitional tile.

- 2 color blend - \$400
- 3 color blend - \$800
- 4 color blend - \$1,200

We appreciate your business!

Best Regards;

The Entegra Sales Staff