



Thompson Pipe Group – North Texas Precast

800 County Road 209
Alvarado, Texas 76009

Date: 3/5/26

Subject: Updated Shipping & Load Cancellation Policy

To Whom It May Concern,

Please be advised that **Thompson Pipe Group** has updated its **Terms and Conditions regarding scheduled shipping loads**. These updates are intended to improve scheduling efficiency and help offset costs associated with late cancellations that impact plant operations, transportation coordination, and yard handling.

Effective immediately, the following **load cancellation policy** will apply to all scheduled shipments.

Loads Within a 100-Mile Radius

(800 County Road 209, Alvarado, Texas)

- Any scheduled load **cancelled with less than 24 hours' notice**, and that has **not yet been loaded**, will incur a **\$250.00 cancellation fee**.
- Any load that has already been loaded but is cancelled prior to leaving the plant will be subject to a **\$250.00 cancellation fee** and a **25% restocking fee**.

Loads Exceeding a 100-Mile Radius

- Any scheduled load **cancelled with less than 48 hours' notice**, and that has **not yet been loaded**, will incur a **\$250.00 cancellation fee**.
- Any load that has already been loaded but is cancelled prior to leaving the plant will be subject to a **\$250.00 cancellation fee** and a **25% restocking fee**.

Loads Cancelled While in Transit

- Any load cancelled while already in transit will be charged **freight to the job site, return freight to the plant, and a 25% restocking fee**.

These charges help offset labor, equipment usage, material handling, freight costs, and scheduling disruptions caused by late load cancellations.



Distributors are requested to ensure this notice is communicated to any contractors or customers that may be impacted by these updated terms and conditions.

We appreciate your cooperation and understanding as we continue to improve operational efficiency and maintain reliable delivery schedules for all customers. If you have any questions regarding this updated policy, please feel free to contact our office.

Sincerely,

Brandon White

Commercial Sales Manager

Thompson Pipe Group – Dallas