



Simple, fast and efficient

We are making it easier for you to avoid extra fees.

Anticipating and responding successfully to the needs and concerns of our customers comes in part from listening attentively to their suggestions and advice. The results of a customer survey advised us to improve the way we manage and communicate information about extra charges.

We listened and made changes.* They include eliminating extra charges for transportation, overtime and pumping from drums. We also reduced minimum order quantities in some key ports.



Effective 1 April 2011

Fee	Reason for Fee	Cost per Delivery
Short Notice	Order is placed without the required lead time in the delivery port.	\$300.00
Minimum Order Bulk	Order does not meet the minimum quantity for bulk product in the delivery port.	\$250.00
Minimum Order Pack	Order does not meet the minimum quantity for pack product in the delivery port.	\$250.00
Cancellation	Order is cancelled after product has been loaded onto transport at the storage location.	\$500.00

Our "Order Check" online tool will help you avoid extra fees

Our enhanced Order Check tool puts essential information, including port lead times and minimum quantities, at your fingertips.

You will find our enhanced Order Check tool at portsandservices.exxonmobil.com/validation.aspx.

If you have questions, please contact your Dedicated Customer Professional (DCP) or ExxonMobil Marine Lubricants representative.

Benefits you can expect

- Fast order confirmations
- Complete understanding of all fees before order is placed
- Opportunity to eliminate fees once order is confirmed

* Exceptions may apply in Australia, New Zealand, Brazil and Chile. Barge charges, taxes and government fees are additional. Restocking fees may apply in ports where third-party barges are used.