

Who solves your supply chain puzzle? We do.

A guide to supply
chain standard services
Composites North America
2018



ashland.com / efficacy usability allure integrity profitability™

Introduction

At Ashland, we are committed to improving customer—supplier relationships by working collaboratively to develop supply chain solutions which enable us to better service our customers' needs.

This guide is designed to provide you, our valued customers, with an understanding of our standard services. Services outside of our standard offering are available upon request. Depending on the service, additional fees may apply for non-standard services.

Please contact your Customer Service Representative if you would like to learn more about our supply chain solutions for your particular needs.

Contents

How do I place an order with Ashland?	3	What if I need to cancel my order?	6
What packaging and quantities are available?	3	What type of information will I receive with my shipment?	6
How much lead time do I need to provide?	5	Can I return product?	7
What if I order inside the standard lead time?	5	How will I be billed?	7
Can I expedite the shipping of my order?	5	How do I pay my bill?	7
Can I arrange for a carrier to pick up my order?	5	What's on the product label?	8
How do I change the delivery day of my order?	6	Responsible Care Processes	10
		Certifications	11

How do I place an order with Ashland?

Orders can be placed with your dedicated Customer Service Representative by phone, fax, email, or online through <https://ezashland.com>.

Location	Contact Method	Hours
Ashland LLC Composites 5200 Blazer Parkway Dublin, OH USA 43017-3309	Phone: +1 800 523 6963 Fax: +1 859 357 5257 Email: CPCustomerService@ashland.com Export Phone: +1 877 822 5704 Export Fax: +1 859 357 4797 Export Email: AshlandPMEXP@ashland.com	Monday - Friday 7 a.m. - 5 p.m. Eastern Standard Time

What packaging and quantities are available?

Standard Packaging

Product	Packaging		
	Bulk	Drum	Pail
Unsaturated Polyester Resins (UPR)	Tank Wagon	55 gallon steel tight-head	-
Vinyl Ester Resins (VER)	Tank Wagon	55 gallon steel tight-head	-
Gelcoat (GC)	-	55 gallon steel open-head	5 gallon plastic

UPR and VER resins are available in open-head drums for an added cost of \$0.02 per pound.

Gelcoats can be packaged in short-filled drums of 300 pounds for an additional \$0.10 per pound.

Standard drum shipments do not include pallets.

If you would like your order on pallets, please advise your Customer Service Representative.

Each pallet will hold up to four drums and standard size is 45 x 45. The cost is \$25 per pallet.

DID YOU KNOW? A 55-gallon drum can vary significantly in fill weight, depending upon the density of the product. Resin and gelcoat fill weights typically range from 450 lbs. to 550 lbs. per drum.

Standard Shipping Quantity

Tank Wagon	40,000 - 44,000 pounds
Truck Load	80 drums

Additional freight charges will apply for less than standard shipment quantities.

For bulk tank wagon deliveries, Ashland's carriers provide 2 hours of unloading detention time. Detention time greater than 2 hours will be billed to you directly by the carrier.

DID YOU KNOW? An open-head drum weighs about 7 to 8 lbs. more than a tight-head drum. This extra weight is added by the drum lid ring and the heavier gauge steel required for the drum walls and lid.

Is there a minimum invoice quantity?

The minimum invoice quantity is 250 pounds. Any orders less than the minimum invoice quantity will incur a fee of \$50 per order.

DID YOU KNOW? Drums that are "RCRA Empty" can be recycled.

What considerations are required for bulk unloading?

If you have an existing bulk storage system and Ashland is delivering to your system for the first time, we will need to understand your needs, such as:

- *Center vs. rear unloading valve on the truck*
- *Length of hose required*
- *Any special connections required*
- *Will off-loading use your dedicated pump or use the truck's pump*
- *Any special driver personal protective equipment (PPE) that your site may require or any other special delivery instructions*

If you are installing a new bulk tank, please let your Ashland sales representative know early in the process and we can provide you with a very helpful guide to bulk storage and handling.

How much lead time do I need to provide?

Lead Time for North America Shipments

UPR/VER Make-To-Order (MTO)	2 - 3 weeks
UPR/VER Drum Stock	3 business days
Gelcoat (GC)	8 - 10 business days

Please contact your Customer Service Representative to obtain lead times for specific products.

DID YOU KNOW? Lead time is defined as the time between when an order is placed with the Customer Service Representative until the time the order is ready to ship. Lead time does not include route (transit) time and may vary depending upon producing location and material availability.

What if I order inside the standard lead time?

We will do our best to accommodate orders placed inside the standard lead time.

Make-to-order (MTO) products received within 5 business days of shipment, and drum stock products received within 2 business days of shipment are considered **rush orders**.

Added costs for rush orders will be communicated by your Customer Service Representative upon confirmation of your order.

Can I expedite the shipping of my order?

Truckload and Less-Than-Truckload (LTL) shipments can be expedited by contacting your Customer Service Representative. In addition to the higher freight cost for expedited shipment, a service fee of \$125 per shipment will be applied.

Can I arrange for a carrier to pick up my order?

Some Ashland locations can accommodate customer pickups for drum shipments. Contact your Customer Service Representative for details.

When picking up hazardous materials, you must ensure that the carrier is certified to handle hazardous materials, including providing applicable placards.

Your order confirmation will include the Ashland pick-up location and date. If your carrier does not pick up on the confirmed date, a holding fee of \$125 per day will be applied.

How do I change the delivery day of my order?

Contact your Customer Service Representative with your date change request. If the order is already in production, a holding fee of \$125 per day will be applied. If order is moved up, rush order fee could be applied.

What if I need to cancel my order?

Orders can be canceled as long as production has not started. Typically, MTO production begins 5 days before shipment. Drum stock orders can be canceled at any time prior to shipment.

DID YOU KNOW? An Advanced Shipping Notice (ASN) document provides detailed information about a pending delivery. The purpose of an ASN is to notify the customer when shipping occurs and provide physical characteristics about the shipment so the customer can be prepared to accept delivery.

What type of information will I receive with my shipment?

The following documents are provided with every order:

- Order Acknowledgment within 24 hours of order placement
- Advance Shipping Notification (ASN) at time of shipment from our facility
- Certificate of Analysis (C of A) emailed at time of shipment
- Bill of Lading delivered with your shipment
- Safety Data Sheet (SDS) – A SDS is electronically delivered with your first order. Additional copies can be requested by contacting your Customer Service Representative.

The following documents may be available for your order. Please contact your Customer Service Representative.

- Handling Instructions
- Technical Data Sheets
- Application Guides
- NAFTA

Can I return product?

Unopened containers with seals intact are eligible for return. Specialty colored or pigmented products are typically not eligible for return. All returns require authorization from Ashland. If your product is authorized for return, credit will be issued according to the guidelines below:

Credit For Discretionary Returns

	within 2 weeks	within 30 days	within 60 days
Resins (UPR/VER)	75%	50%	0% - 25% (Inquire)
Gelcoat (GC)	50%	25%	0%

This table applies to products with commercial warranty periods based on date of shipment. This table may not apply to products with commercial warranty based on the date of manufacture. Customer is responsible for freight charges on discretionary returns.

DID YOU KNOW? The fitness for use of many raw materials can be significantly longer than the manufacturer's Commercial Warranty Period. This is especially true of resin materials that are not filled or promoted. Ashland recommends that you develop a "fitness for use" test for your materials specific to your process and finished application needs – this can provide you with the flexibility of using material beyond the Commercial Warranty Period.

How will I be billed?

An invoice will be sent to you upon shipment, and is based on the price effective on the shipment date.

Terms of sale are **net thirty (30) days** from the invoice date, upon credit approval.

How do I pay my bill?

Ashland's preferred method of payment is electronic transfer.

Electronic Method of Payment

	ACH	Wire Transfer
Account Name	Ashland LLC	Ashland LLC
Account Number	48754332	40502427
Bank Name	Clearing House Payments Co L.L	Citibank NA
Bank-ID	21052053	21000089

What's on the product label?

Ashland labels all products according to GHS label requirements.

A product label is located on the side of all packaged goods.

Please review the Safety Data Sheet (SDS) before handling of products.

Product Name	The Product Name will contain the brand name of our product, followed by a number series unique to the product
Batch Number	The Batch Number or Lot Number is a unique identifier for the specific production

Product Name

* 119612 *

BEFORE USE, REVIEW CONTAINER SIDE LABEL AND SAFETY DATA SHEET

Net weight: 485.00 LB


* 123 *

119612

Aropol™ L 65305 T-25 RESIN

BATCH: **123**

Aropol™ L 65305 T-25 RESIN



NET WT:

Danger Flammable liquid and vapour. May form combustible dust concentrations in air. Causes skin irritation. May cause an allergic skin reaction. Causes serious eye irritation. May cause respiratory irritation. Suspected of damaging fertility or the unborn child. Causes damage to organs (Auditory system) through prolonged or repeated exposure if inhaled.

Prevention: Obtain special instructions before use. Do not handle until all safety precautions have been read and understood. Keep away from heat/sparks/open flames/hot surfaces. No smoking. Keep container tightly closed. Ground/bond container and receiving equipment. Use explosion-proof electrical/ventilating/lighting/equipment. Use only non-sparking tools. Take precautionary measures against static discharge. Do not breathe dust/fume/gas/mist/vapours/spray. Wash skin thoroughly after handling. Do not eat, drink or smoke when using this product. Use only outdoors or in a well-ventilated area. Contaminated work clothing should not be allowed out of the workplace. Wear protective gloves/protective clothing/eye protection/face protection.

Response: IF ON SKIN (or hair): Take off immediately all contaminated clothing. Rinse skin with water/shower. IF INHALED: Remove person to fresh air and keep comfortable for breathing. Call a POISON CENTER/doctor if you feel unwell. IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. IF EXPOSED or CONCERNED: Get medical advice/attention. If skin irritation or rash occurs: Get medical advice/attention. If eye irritation persists: Get medical advice/attention. Take off contaminated clothing and wash before reuse. In case of fire: Use dry sand, dry chemical or alcohol-resistant foam to extinguish.

Storage: Store in a well-ventilated place. Keep container tightly closed. Store in a well-ventilated place. Keep cool. Store locked up.

Disposal: Dispose of contents/container to an approved waste disposal plant.

WARNING! This product contains a chemical known to the State of California to cause cancer.

WARNING! This product contains a chemical known to the State of California to cause birth defects or other reproductive harm.

BEFORE USE, REVIEW SAFETY DATA SHEET FOR FURTHER INFORMATION INCLUDING CHRONIC HEALTH EFFECTS.

FOR INDUSTRIAL USE ONLY

Flash Point: 54 °F (13 °C)
 VOC Vapor Pressure: 6.52
 VOC (Less H2O and Exempt):
 Photocatalytically reactive.

UN1
 RESIN SOLUTION, 3

Health

Flammability

Physical Hazards

Instability

Specific Hazard

®/TM/S: Registered trademark Association

November 2

®/TM: Ashland or its subsidiaries

Safe Handling Warning

Packaging Data

Material Number	The Material Number is an Ashland internal reference number
Safe Handling Warning	This section contains safe handling instructions and disposal recommendations for the product
HMIS Code	The Hazardous Materials Identification System (HMIS) numerical hazard rating of the product
Packaging Date	The Packaging Date is the date on which the product is placed in the container
Ashland Speak Up Line	The Ashland Speak Up Line (1-800-ASHLAND) is a complimentary service available in the event of a safety or hazardous incident

Batch Number **Material Number**

Batch: **123** **119612**
 123 *119612*

485.00 LB 219.99 KG

866

HMIS ¹	NFPA
2*	2
3	3
2	2
	2

service mark, American Coatings

3, 2016

Made in the US of US and Foreign material

P.O. Box 2219, Columbus, OH 43216
 United States of America (USA)
 614-790-3333
Emergency Phone Number
 1-800-ASHLAND (1-800-274-5263)

HMIS Code **Ashland Speak Up Line**

Responsible Care® Processes

Responsible Care is the chemical industry's unique, global initiative that drives continual improvement in health, safety and environmental performance, together with open and transparent communication with stakeholders.

Ashland is committed to Responsible Care and strives for zero incidents with people, products, and the planet. We publicly report our global environmental, health, and safety performance to ensure transparency in our progress.

Our Responsible Care Policy outlines our commitment into three main goals:

- **Operate with zero incidents:** We believe that all incidents are preventable ... on and off the job. We strive to operate with zero occupational illnesses and zero environmental, security, quality, or process safety incidents.
- **Ensure compliance:** We abide by applicable laws, regulations, technical specifications and internal standards while adhering to high ethical standards.
- **Reduce impact:** To support our sustainability efforts, we continually examine ways to reduce our environmental footprint while providing products that meet our customers' needs.

Keys to our Responsible Care Policy include:

- **Transparency:** We maintain an open dialogue with employees and communities.
- **Product stewardship:** We work with supply chain partners and customers to ensure the effective management of risks during development, manufacture, transportation, use and disposal of our products.
- **Global management system:** We follow standard processes that provide a foundation to achieve our Responsible Care Goals.

Certifications

Ashland is an active member of the American Chemistry Council and also participates in similar organizations in other countries such as the International Council of Chemical Associations. We have obtained a third-party certification to RC14001, which includes the internationally recognized ISO 14001 environmental certification and adds additional health, safety, security, and chemical industry requirements.

Ashland's Composites sites are covered under a global ISO 9001 quality certification. You can find copies of our RC 14001 and ISO 9001 certificates on <http://www.ashland.com/about/sustainability/planet/responsible-care>.

Are you in need of an external laboratory to source some analytical testing? Ashland's Analytical Services & Technology group can provide certified testing results for many analytical services. Areas of expertise include: Spectroscopy & Microscopy, Separations & Environmental Analysis, and Materials Characterization.



RESPONSIBLE CARE[®]
OUR COMMITMENT TO SUSTAINABILITY

GLOBAL HEADQUARTERS

Ashland LLC

50 East RiverCenter Blvd.
Covington, KY 41012-0391 U.S.A.
Tel: +1 859 815 3333

COMPOSITES HEADQUARTERS

5200 Blazer Parkway
Dublin, Ohio 43017 U.S.A.
Tel: +1 614 790 3333

ashland.com

® Registered trademark, Ashland or its subsidiaries, registered in various countries

™ Trademark, Ashland or its subsidiaries, registered in various countries

© 2017, Ashland / PC-13766

All statements, information and data presented herein are believed to be accurate and reliable, but are not to be taken as a representation, express or implied, for which Ashland assumes legal responsibility. No freedom to use any patent owned by Ashland, its subsidiaries, or its suppliers is to be inferred.



 ashland.com / efficacy usability allure integrity profitability™