

who solves your supply chain puzzle?

—
we do.

a guide to supply
chain standard services

Composites North America — September, 2018



ashland.com 

/ efficacy usability allure integrity profitability™

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.

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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: +1 866 477 8501 email: CPCustomerService@ashland.com export Phone: +1 877 822 5704 export Fax: +1 866 563 9323 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. 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 to 550 pounds per drum.

did you know?

An open-head drum weighs about 7 to 8 pounds 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.

standard shipping quantity

tank wagon	42,000 – 44,000 pounds
truck load	80 drums

Additional freight charges will apply for less than standard shipment quantities

below are the additional cost for quantities below 42,000 pounds:

pounds	add per pound
40,000–41,999	\$0.01/per pound
38,000–39,999	\$0.02/per pound
36,000–37,999	\$0.03/per pound
34,000–35,999	\$0.04/per pound
30,000–33,999	\$0.05/per pound
20,000–29,999	\$0.06/per pound

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.

standard delivery window for bulk tank wagon:

miles	delivery window
0–500	4-Hour
501–1000	8-Hour
1001+	24-Hour (Consignees Work Hours)

Customer initiated order changes within 5 business days prior to ship, may be subject to a standard fee.

did you know? Drums that are "RCRA Empty" can be recycled.

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.

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 versus 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

UPR/VER make-to-order (MTO)	3 – 4 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. Customer initiated order changes within 5 business days prior to ship, may be subject to a standard fee.

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.

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
- Delivery Reminder will be emailed 7-10 days 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.

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.

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

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.

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

Aropol™ L 65305 T-25 RESIN



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

Safe Handling Warning

Packaging

* 119612 *
119612
 Aropol™ L 65305 T-25 RESIN
 Net weight: 485.00 LB
 Batch: **123**
 * 123 *

BEFORE USE, REVIEW CONTAINER SIDE LABEL AND SAFETY DATA SHEET

Flash Point: 54 °F
 VOC (Vapor Pressure)
 VOC (LHV) 100 and
 Photochemically re

UN
 RESIN SOLU

Health
 Flammability
 Physical Ha
 Instability
 Specific Ha
 H&MS, Register
 Associa

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**
123

119612
119612

Net Wt.: 485.00 LB 219.99 KG

FLAMMABLE LIQUID
3

	HMIS ¹	NFPA
Health	2	2
Flammability	3	3
Reactivity	2	2

October 23, 2016

Ashland
always solving

P.O. Box 2219, Columbus, OH 43216
United States of America (USA)
614-759-3333

Made in the US of US and Foreign material

Emergency Phone Number
1-800-ASHLAND (1-800-274-5283)

Date

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 and Technology group can provide certified testing results for many analytical services. Areas of expertise include:

- Spectroscopy and Microscopy
- Separations and Environmental Analysis
- Materials Characterization



RESPONSIBLE CARE[®]
OUR COMMITMENT TO SUSTAINABILITY

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