

WORLD-CLASS COLLABORATION BEGINS HERE.

A GUIDE TO SUPPLY CHAIN STANDARD SERVICES

Composites North America — September, 2019



INEOS Composites

| [ineos.com/composites](https://www.ineos.com/composites)

INTRODUCTION

At INEOS, 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 INEOS?

Orders can be placed with your dedicated Customer Service Representative by phone, fax or email.

Location	Contact method	Hours
INEOS Composites 5220 Blazer Parkway Dublin, OH USA 43017-3309	Phone: +1 800 523 6963 Fax: +1 866 477 8501 Email: Americas.composites@INEOS.com Export Phone: +1 877 822 5704 Export Fax: +1 866 563 9323 Export Email: exports.composites@ineos.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.
- If you would like a copy of our pallet specifications, please request a copy from your Customer Service Representative.

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

For bulk tank wagon deliveries, INEOS' 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)

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 INEOS 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
- Special connections required
- Will off-loading use your dedicated pump or use the truck's pump
- Special driver personal protective equipment (PPE) that your site may require or other special delivery instructions

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

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

This table provides the delivery upcharge for quantities below 42,000 pounds if the delivery is within 500 miles of the shipping plant. For deliveries outside of this range, Customer Service will provide the added delivery charge.

How much lead time do I need to provide?

Standard 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.

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 and will be billed at a minimum of \$250 per rush order.

Added costs for rush orders, if applicable, will be communicated by your Customer Service Representative upon confirmation of your order or order change.

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 rush order fee will be applied if applicable as stated above.

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

Some INEOS 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 INEOS 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 billed.

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.

How do I change the delivery day of my order?

Contact your Customer Service Representative with your date change request. Customer initiated order changes that require INEOS to hold produced material will incur a charge of \$125 per day. If an order is moved out within two business days of a planned shipment and the assigned driver cannot be re-assigned, a driver charge of \$250 will be billed.

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
- Five day (prior to shipment) notification for UPR/VER; 10 day notification for GC
- 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 Statement

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?

Specialty colored or pigmented products are typically not eligible for return. Most other unopened containers with seals intact are eligible for return. All returns require authorization from INEOS. 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?

INEOS's preferred method of payment is electronic transfer. Credit card payments are accepted but will incur a 3% upcharge.

Electronic method of payment

	ACH	Wire transfer
Bank	Citibank NA	Citibank NA
ABA	021000089	021000089
Account name	INEOS Composites US LLC	INEOS Composites US LLC
Account number	31182134	31182134

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. INEOS 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?

INEOS 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
Material number	The Material Number is an INEOS 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
INEOS speak up line	The INEOS Speak Up Line (1-888-AT-INEOS) is a complimentary service available in the event of a safety or hazardous incident

Product Name
Batch Number
Material Number

119612

119612

Aropol™ L 65305 T-25 RESIN

Net weight: 485.00 LB

Batch: 123

123




Batch: **123**

123

119612

119612

Aropol™ L 65305 T-25 RESIN

NET WT. 485.00 LB 219.99 KG

Flash Point: 84 °F (29 °C)
 VOC Vapor Pressure: 6.52 hPa
 VOC (Hex HCO and Exempt): 374.99 g/l
 Photochemically reactive

UN1866

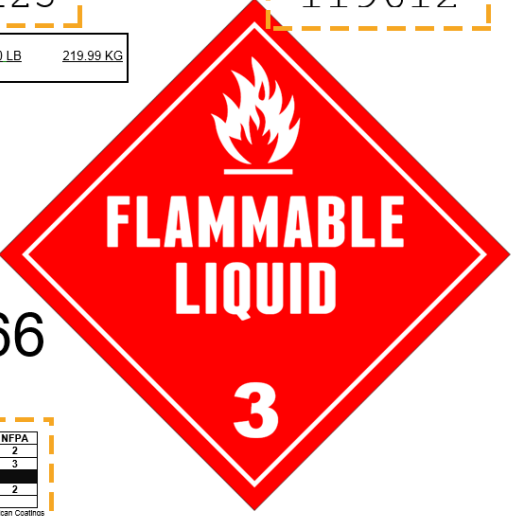
RESIN SOLUTION, 3, III

	HMIS ¹	NFPA
Health	2*	2
Flammability	3	3
Physical Hazards	2	3
Instability	2	2
Specific Hazard		

HMIS, Registered Trademark/Service mark, American Coatings Association

November 23, 2016

*Trademark, Name or its subsidiaries, registered in various countries



INEOS Composites

P.O. Box 2219, Columbus, OH 43216
 United States of America (USA)
 614-759-3333
 Emergency Phone Number
 1-888-AT-INEOS

Safe Handling Warning
Packaging Date
HMIS Code
INEOS Composites Speak Up Line

Are you in need of an external laboratory to source some analytical testing?

INEOS'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

Notes

GLOBAL PRESENCE

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