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Customer Requirements Manual

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SECTION I – INTRODUCTION

To standardize our internal processes and to consistently meet commitments to our customers, RheTech Colors has created a Customer Requirements Manual to document the basic services that we will provide in the areas of:

- Quality Management Systems
- Packaging, Delivery and Documentation
- Quality

RheTech Colors' supply agreements and contracts will reference this Customer Requirements Manual as the basic level of service that we will adhere to.

Other terms and conditions for services must be documented and endorsed by RheTech Colors and its Customers. This manual does not cover payment terms, pricing, freight conditions or other commercial terms between RheTech Colors and its customers. Any requests and/or deviations from the Customer Requirements Manual will have to be specifically negotiated and mutually agreed upon.

SECTION II – QUALITY & ENVIRONMENTAL MANAGEMENT

QUALITY MANAGEMENT SYSTEMS (QMS)

RheTech Colors is currently third party registered to the following:
ISO 9001:2000

Revision #: 2	Revision Date: 11/28/2006
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The electronic version is the only controlled copy. All others are uncontrolled.

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SECTION III – DELIVERY

DELIVERY

RheTech Colors is committed to providing 100% on-time delivery. RheTech Colors acknowledges orders within 24 hours, unless specified otherwise by the customer.

This applies to all customer orders that meet proper lead times (Confirmed by RheTech Colors Customer Service) and does not have any credit hold issue.

Cancellation Policy – Please reference RheTech Colors' Conditions of Sale located on our invoices and quotes.

METHODS OF SHIPPING

RheTech Colors offers the following shipping options for our customers:

- Truck
- UPS

PACKAGING

RheTech Colors offers our customers the following packaging options:

- Corrugated containers (1500 lb. Maximum - Octagon)
- Fiberboard drums (25, 50 100, & 250 lb. capacity)

All expendable packaging materials (containers & pallets) are recyclable.

RheTech Colors' cardboard corrugated containers can be stacked up to maximum height of three (3) containers. All partial containers will be labeled accordingly and shipped on the top row.

RheTech Colors utilizes a 48" x 45" pallet. Each pallet has a four-way entry capability with flush cut top and bottom boards. The pallets have a nominal 3 ½" fork clearance on two opposite sides and a nominal 2" clearance on the remaining two sides.

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LABELING

All containers have one AIAG Bar-Code Label. This label includes the following information:

- RheTech Colors job number and container number
- RheTech Colors material part number and description
- Quantity shipped/net weight (lbs.)
- Customer purchase order number
- Customer part number
- Ship to address
- Date of manufacture (When requested)
- Customer vendor number (When requested & supplied)

PACKING SLIPS

A Packing Slip is submitted with every shipment.

Packing slips will include the following information:

- RheTech Colors' name and address
- Supplier Code – If requested by the customer
- Packing Slip number (Order Number)
- Sold To address
- Ship To address
- Date ordered
- Customer purchase order number
- Shipped via information
- Date Shipped
- RheTech Colors' material part number & description
- Customer part number – If provided by the customer
- Bill of Lading number
- RheTech Colors' material Job Number (Lot Number)
- Number of containers shipped
- Quantity ordered and quantity shipped
- Freight on Board (FOB) – Destination or Shipping point
- Ship Via (Collect, prepaid, third party, UPS, Fed Ex, etc...)

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BILL OF LADING

A Bill of Lading is submitted with every shipment and includes the following information:

- Total number of containers shipped
- NMFC Description and class number of material
- Gross, tare and net (material) weight
- Ship To address
- Shipper's number
- Date
- Ship Via (Prepaid, collect, third party)

NAFTA REGULATORY CONTENT REPORTING

RheTech Colors will provide the necessary Certificate of Origin(s) per material on an annualized basis.

CUSTOMS PAPERS

RheTech Colors will provide the necessary customs paperwork as required.

GOVERNMENT, SAFETY & ENVIRONMENTAL REGULATIONS

RheTech Colors complies with current governmental and safety regulations. Material Safety Data Sheets (MSDS) are sent along with all first-time and or sample submissions.

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SECTION IV – QUALITY

CERTIFICATION

RheTech Colors will provide, upon request, product certifications with every shipment. Certifications can be sent according to customer requests: hardcopy along with shipments, email, or facsimile.

CORRECTIVE ACTION

RheTech Colors utilizes an 8-D format corrective action response for external non-conformances. This includes the following:

- Root Cause analysis
- Short-term response
- Long-term response

PPAP

RheTech Colors utilizes the AIAG Production Part Approval Process Manual, when requested, to provide PPAP. RheTech Colors will use the designated Bulk Material Requirements Checklist as required.

LOT TRACEABILITY

RheTech Colors ensures lot traceability for all finished product materials.