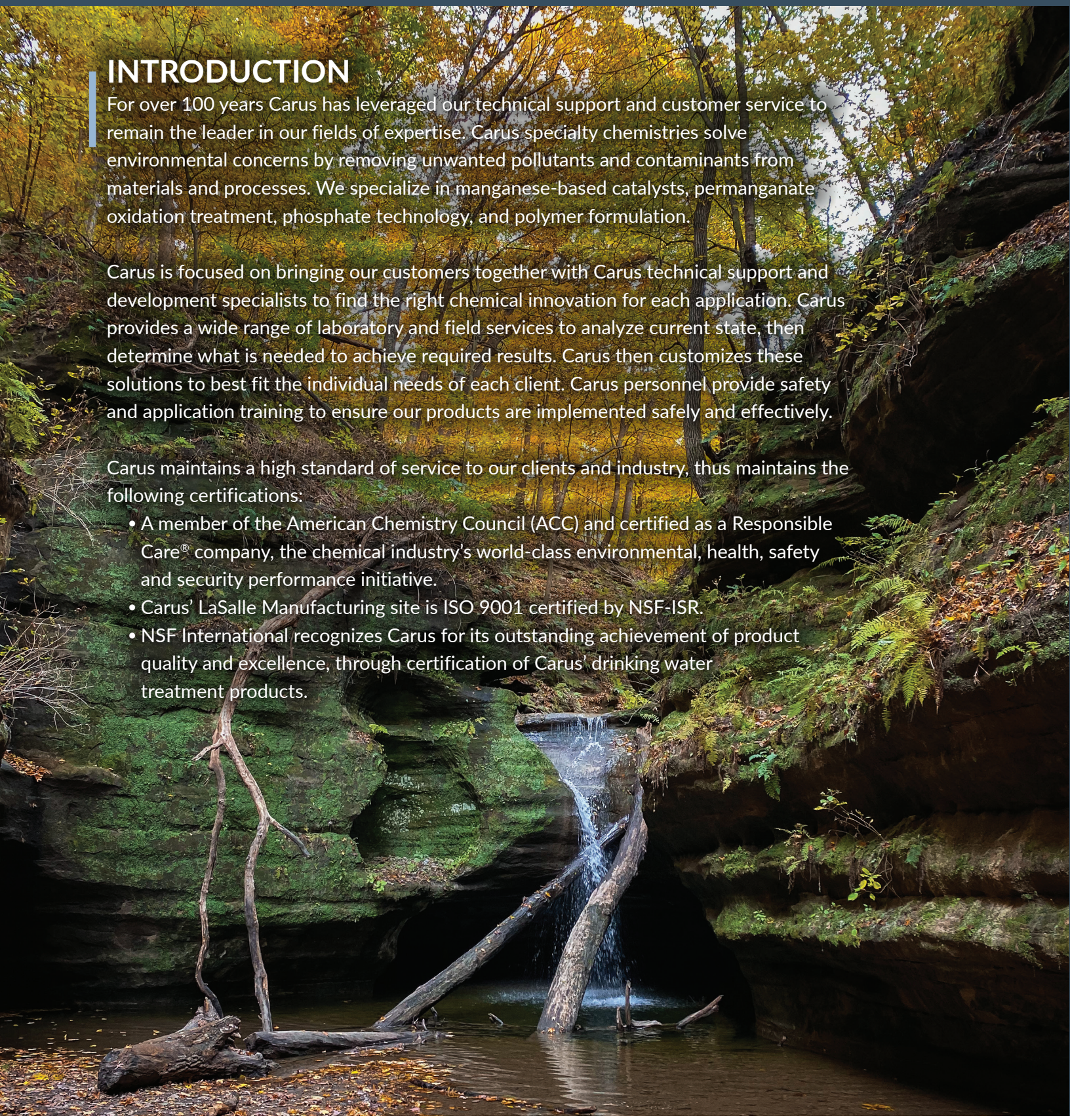


carusllc.com



INTRODUCTION

For over 100 years Carus has leveraged our technical support and customer service to remain the leader in our fields of expertise. Carus specialty chemistries solve environmental concerns by removing unwanted pollutants and contaminants from materials and processes. We specialize in manganese-based catalysts, permanganate oxidation treatment, phosphate technology, and polymer formulation.

Carus is focused on bringing our customers together with Carus technical support and development specialists to find the right chemical innovation for each application. Carus provides a wide range of laboratory and field services to analyze current state, then determine what is needed to achieve required results. Carus then customizes these solutions to best fit the individual needs of each client. Carus personnel provide safety and application training to ensure our products are implemented safely and effectively.

Carus maintains a high standard of service to our clients and industry, thus maintains the following certifications:

- A member of the American Chemistry Council (ACC) and certified as a Responsible Care® company, the chemical industry's world-class environmental, health, safety and security performance initiative.
- Carus' LaSalle Manufacturing site is ISO 9001 certified by NSF-ISR.
- NSF International recognizes Carus for its outstanding achievement of product quality and excellence, through certification of Carus' drinking water treatment products.

ORDERING PROCESS

To contact Carus for orders or general inquiries, please email or call us at:
General: salesmkt@carusllc.com
Orders: orders@carusllc.com
(815) 223-1500 or (800) 435-6856

Please be aware that new and returning customers will be required to provide information to complete a **New Customer Account Form**. This profile includes basic information such as:

- Contact information
- Addresses
- Phone numbers
- Invoicing preferences
- Delivery information
- Credit references (our payment terms are net 30 days from invoice date upon approval from our credit department)
- Additional forms dependent on product
- If bulk delivery, bulk site profile (tank capacity, containment, fittings and hoses, etc.)

Bill Pay Information

Please send all ACH/Wire remittance detail to carusar@carusllc.com.

Standard Payment Terms

Net 30 days- domestic customers
Net 60 days- international customers

Credit approval is required for payment terms. If credit is not approved, then pay in advance by either credit card, check, ACH payment, or wire transfer is required.

Paying by Check
Carus LLC
P.O. Box 734574
Chicago, IL 60673-4574

Paying Electronically
ACH Payments
Bank: JP Morgan Chase
Routing Number: 071000013
Account Number: 519129925

Wire Payment
Bank: JP Morgan Chase
Account Name: Carus LLC Operating Account
Account Number: 519129925
Routing/Transit (ABA): 021000021
Swift Code: CHASUS33

ORDER STANDARDS & LEAD TIMES

To improve service and optimize supply chain to our customers, Carus has established the following Supply Chain Service Standards. Lead times do not include transit times and potential time it takes to establish new customers.

CATEGORY	BULK	PACKAGED GOODS >20K lb	PACKAGED GOODS <20K lb	POLICY
Required minimum **lead time** for shipment to leave origin	**Potassium Permanganate:** 10 Business days	**Potassium Permanganate:** 10 Business days	**Potassium Permanganate:** 5 Business days; 10 Business days for Cycle Bins™	Less than required minimum lead time provided: Carus will make reasonable efforts to comply. Buyer will be required to pay any extra freight costs incurred plus rush order fee specified below.
	Sodium Permanganate: 10 Business days	**Sodium Permanganate:** 10 Business days	**Sodium Permanganate:** 5 Business days	
	Poly-Ortho Phosphates: 10 Business days	**Poly-Ortho Phosphates:** 5 Business days	**Poly-Ortho Phosphates:** 3 Business days	
	Zinc Phosphates: 10 Business days	**Zinc Phosphates:** 10 Business days	**Zinc Phosphates:** 7 Business days	
		Dry Phosphates: 10 Business days	**Dry Phosphates:** 10 Business days	
	Specialty for all products: 15 Business days	**Specialty for all products:** 15 Business days	**Specialty for all products:** 10 Business days	
		Export for all products: 15 Business days	**Export for all products:** 10 Business days	
	Contact Carus for lead time details for any products not listed above.			
Rush Order Fee	$500	$500	$250	Applied to any less than lead time order modifications in addition to any added transportation costs
Change Orders	$500	$500	$250	Applied to any less than lead time order modifications in addition to any added transportation costs for made to order /specialty products

If an order is canceled or if a customer-arranged pickup is not picked up as scheduled, the following fees will apply:

ORDER CANCELLATION	Fees may apply and can range from $100 - 25% of the original order amount	Applied to orders canceled within 48 hours of shipment for standard products, 5 business days for bulk shipments, and 15 business days for specialty products
MISSED PICK-UP	25% of original order for LTL not to exceed $250 $500 for full truck load and bulk.	LTL: If not picked up within two business days from the original scheduled pick-up date Full truck load & bulk: If not picked up within 24-hours of the original appointment

STANDARD ORDER QUANTITIES

Minimum order quantities equal full pallet quantities by product and package type. See details below.

SODIUM PERMANGANATE PRODUCT LINE	$250 for less than “full pallet quantity”
POTASSIUM PERMANGANATE PRODUCT LINE	$250 for less than “full pallet quantity”
PHOSPHATE PRODUCT LINE	$150 for less than “full pallet quantity”

Phosphates
5G = 24/full pallet
30G = 5/full pallet
55G = 4/full pallet

Dry Phosphates
40 lb bag = 50 bags/full pallet
50 lb bag = 40 bags/full pallet
40/50 lb pail = 24 pails/full pallet

Liquid Permanganates
Pail = 24/full pallet
Drum = 4/full pallet

Dry Permanganates
Pail = 36/full pallet
Drum = 4/full pallet

TRANSPORTATION, DELIVERY & ORDER PICK-UP

Carus offers a wide array of transportation options for delivery to our customers. These include Carus owned equipment, third party contracted carriers, and mini-bulk services. The following fees will be assessed for special services related to transportation and delivery:

MINI-BULK DELIVERY SERVICE FEE (IL ONLY)	$60 per sales order
DETENTION	$75/hr after first 2 hours charged in 15 minute increments
UNLOADING TO DRUMS OR TOTES	$100
BOOKING FEE FOR CUSTOMER CHOSEN CARRIER	$75/sales order
LESS THAN ORDER QTY DELIVERED DUE TO FULL TANKS	Restocking fee + $75/hr as applicable

Appointment times are given for each Carus pick up location with a two-hour window. If a truck arrives to pick up an order earlier or later, the pickup may not be able to occur due to conflicts with other pickups and limited dock space. Each pickup location is open for pick-ups on Monday through Friday with some exceptions for holidays. For more detailed pickup times and dates, or to schedule a pickup, please contact customer service at **orders@carusllc.com** or call (815) 223-1500 or (800) 435-6856.



CARUS HEADQUARTERS

315 5th Street | Peru, IL 61354

(815) 223-1500 | (800) 435-6856 | fax (815) 224-6697

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