

Carus Supply Chain Service Standard



CARUS®

www.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.

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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 1.800.435.6856

Please be aware that new 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 standard terms are net 30 days upon approval)
- 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

Order Standards and Lead Times

To improve service and optimize supply chain to our customers, Carus has established the following Supply Chain Service Standards.

Category	Bulk	Full Truck Load- Packaged Goods	Less Than Truck Load- Packaged Goods	Policy
Required minimum lead time for shipment to leave origin (Does not include transit time)	<u>Potassium Permanganate:</u> 10 Business Days <u>Sodium Permanganate:</u> 10 Business Days <u>Poly-Ortho Phosphates:</u> 10 Business Days <u>Zinc Phosphates:</u> 10 Business Days <u>Specialty for all products:</u> 3 weeks	<u>Potassium Permanganate:</u> 10 Business Days <u>Sodium Permanganate:</u> 10 Business Days <u>Poly-Ortho Phosphates:</u> 5 Business Days <u>Dry Phosphates:</u> 10 Business Days <u>Zinc Phosphates:</u> 10 Business Days <u>Specialty for All Products:</u> 3 Weeks <u>Export for all products:</u> 3 Weeks	<u>Potassium Permanganate:</u> 5 Business Days; 10 Business Days for Cycle Bins™ <u>Sodium Permanganate:</u> 5 Business Days <u>Poly-Ortho Phosphates:</u> 3 Business Days <u>Dry Phosphates:</u> 10 Business Days <u>Zinc Phosphates:</u> 7 Business Days <u>Specialty for All Products:</u> 10 Business Days <u>Export:</u> 10 Business Days	<u>Less than required minimum lead time provided:</u> Carus will make reasonable efforts to comply. Buyer will be required to pay any extra freight costs incurred plus rush order fee specified below. <u>Greater than or equal to required minimum lead time provided :</u> Carus will comply to the extent it is able based on inventory and transportation availability.
Rush Order Fee	\$500	\$500	\$250	Applied to any less than lead time order in addition to any added transportation costs
Change Orders	\$500	\$500	\$250	Applied to any less than lead time order in addition to any added transportation costs

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

Restocking Fee	25% of original order	Applied to any orders cancelled for items within the lead times outlined above
Missed Pick Up	25% of original order for LTL not to exceed \$1,000	LTL: If not picked up within two business days from the original pick-up date
	\$2,000 for Full truck load and Bulk	Full truck load and Bulk: If not picked up within 24 hours of original appointment.

Standard Order Quantities

Carus has established minimum order quantities for each of its product lines. The minimum order quantity will vary by weight for each product and package type, but is the equivalent of a full pallet quantity of a single product and package type. Requests for less than pallet orders will be considered and if Carus agrees to fill the order, the following fees will be charged accordingly:

Sodium Permanganate Product Line	\$250 for less than pallet quantity
Potassium Permanganate Product Line	\$250 for less than pallet quantity
Phosphate Product Line	\$150 for less than pallet quantity

Phosphates:

5G = 24/full pallet
 15G = 9/full pallet
 30G = 5/full pallet
 55G = 4/full pallet

Liquid Phosphates:

Four 1-gallon jugs per case = 32 cases/full pallet

Dry Phosphates:

40 lb. bags = 50 bags/full pallet
 50 lb. bags = 40 bags/full pallet

Liquid Permanganates:

Pails = 24/full pallet
 Drums = 4/full pallet

Dry Permanganates:

5G (55.125 lbs) = 36/full pallet
 330.75 lb drums = 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	\$25 per sales order
Multi-compartment tanker	\$100/compartment after the first compartment
Multi-stop deliveries	\$100/stop after the first stop
Detention	\$75/hr after first 2 hours charged in 15 minute increments
Unloading to drums or totes	\$50 plus detention if applicable
Booking fee for customer chosen carrier	\$50/sales order
Less than order qty delivered due to full tanks	Restocking fee or disposal fee plus \$75/hour 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 pick-up may not be able to occur due to conflicts with other pick-ups and limited dock space. Each pick up location is open for pick-ups on Monday through Friday with some exceptions for holidays. For more detailed pick-up times and dates, please contact customer service at orders@carusllc.com or call +1 815.223.1500 or +1 800.435.6856.



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