

# CYTEC



## Cytec Specialty Chemicals Service Offerings Handbook

Americas

## Contents

---

### Introduction

#### Product Lines Covered

#### Order Handling

1. Order entry service hours
2. Order status
3. Product status
4. Order cancellation
5. Order change
6. Minimum order amount
7. Express delivery
8. Product returns
9. MTO stocking policy

### Product Offerings

1. Product portfolio
2. Packaging
3. Recollection
4. Product specifications
5. Product labeling
6. Sampling

### Quality

1. Certificate of Conformity (COC) & Certificate of Analysis (COA)
2. Customer complaints
3. ISO

---

## Introduction

Cytec Specialty Chemicals provides complete solutions for customers requiring high-value surface technologies in key industries, including mining, industrial coatings, automotive and transportation, graphic arts, architectural and construction, wood and paper, adhesives and opto-electronics.

Working closely with our customers, we develop breakthrough technologies that enable them to improve performance and productivity, enter new markets, refine applications, and deliver advanced products to meet anticipated environmental regulations.

Our technology and technical development teams collaborate with customers every day to address today's business challenges and troubleshoot tomorrow's. The applications are diverse, but the commitment is uniform: finding better solutions for customers through continual research, ongoing collaboration and a passion for innovation

We believe that superior technology goes hand in hand with customer focus and operational excellence. To better serve our customers, Cytec Specialty Chemicals developed this handbook to communicate better our general order management policies and standard services. This service program will be executed from 2nd of April, 2009 onwards.

## Product Lines Covered

The document refers to most of Cytec Specialty Chemicals products lines and product portfolio, including:

- UV/EB Curable Resins & Additives
- Liquid Coating Resins & Additives
- Powders Coating Resins & Additives
- Polymer Additives
- Specialty Additives
- Pressure Sensitive Adhesives
- Urethane Adhesives
- Formulated Resins
- Mining Chemicals
- Phosphine & Phosphorous Specialties

## Order handling

### 1. Order entry service hours

Orders can be placed via fax, phone and emails through your dedicated Customer Service Representative (CSR) between 8:00 – 16:30 local time. For differences of this schedule and CSR contact details can be obtained from your local sales representative.

### 2. Order status

Order status, agreed pricing, INCO terms and payment terms, expected delivery date can be obtained from your dedicated Customer Service Representative.

### 3. Product status

Product stock strategy and associated lead times are available upon request from dedicated Customer Service or Sales Representative.

#### 3.1 STOCK STRATEGY

**Cytec has three different types of stock strategies:**

**1. Make To Stock.** Items where Cytec maintains

an inventory at the shipping location to service anticipated customer demand. (Note: new customer or abnormal off take may require longer lead-times to allow customer needs to be met from new production). Shipment lead-times are comparatively short and represented by time to pick, pack and ship the material.

**2. Make To Order.** Items for which Cytec does not normally maintain an inventory. Receipt of a customer order will trigger the inclusion into the production schedule and the shipment lead-time is represented by the full manufacturing lead-time in addition to the standard pick, pack and ship preparation time in the warehouse. For products with limited sales outlet, the customer may be requested to take the full batch quantity (see also MTO Stocking Policy section 9).

**3. Make to forecast.** Inventory which is made available for shipment in line with the forecasted volume / time period showing in the Cytec forecasting system. Note that any change to the forecast can only be made outside the full supply lead-time. Generally MTF is only used when MTO is not acceptable to the customer, in support of satisfying infrequent or highly fluctuating demand e.g. seasonal demand and/or for products which are not manufactured on a frequent basis in relatively large campaigns vs. sales off take. Typically the customer provides input to the forecast and also commits to take forecasted volume within an agreed time window."

#### 3.2 LEAD TIMES

**Cytec has two different lead times:**

- 1) Pre-Shipment lead time
- 2) Transit lead time

**1) Pre-Shipment lead time.** Time between the moment an order is placed and the moment the order is available for shipment or collection. All

Cytec products bear a pre-defined shipment lead-time. Contact your local sales or customer service representative for information on product pre-shipment lead time.

In general, the following principle is followed **as a minimum:**

Business day 0: Order entry

Business day 1: Product & shipment preparation

Business day 2: Product ready for shipment or collection

**2) Transit time.** Time between the moment an order is leaving a Cytec warehouse and the moment it gets to the customer warehouse. Transit time is order dependant and only communicated by your customer service representative when an order is placed.

Any request to deliver a material earlier than the pre-shipment lead time must be immediately submitted to your customer service representative. In case of approval, material will be delivered following our express delivery procedure. More details below.

#### 4. Order cancellation

**Cancellations policies vary according to our customers stocking strategy. Cytec may at its sole discretion accept order cancellation, contingent upon and explicit acceptance and the following:**

- **MTS (Make To Stock)** Orders can be cancelled up to 3 days prior shipment free of charge. Once that limit passed, the cancellation will be charged the following fee on a per **250 USD** basis.

- **MTO (Make To Order)** Orders can not be cancelled if material has already been produced or dedicated raw materials obtained.

Contact your customer service representative for more information.

#### 5. Order change

Order change request might only be accepted when material has not yet been prepared for effective shipment. Contact your customer service representative for the status of your order. If material has been shipped and needs to be returned, the return procedure applies (see section 9, in this document).

In case an order change results in an express delivery, the express delivery charges will be applied to the order.

#### 6. Minimum order amount

Each order placed at your customer service must be above a minimum amount of **1000 USD**. Orders below this amount will still processed but customer will be up charged to the minimum order amount. Exceptions are trials and paid samples.

#### 7. Express delivery

An order becomes an express delivery as soon as an order is requested to be shipped earlier than the minimum shipment lead-time from one of Cytec warehouses allows. See shipment leadtime definition (section 3.2). Express delivery is subject to Cytec acceptance, and material and transportation availabilities.

At your request, your Customer Service Representative will inform you whether an express

delivery can be carried out, the additional cost, and the expected delivery date. Your Customer Service Representative will only proceed with the order once he gets your acceptance of the associated cost and the expected delivery date.

The cost of the delivery will be charged immediately on the order invoice as following:

- The effective transportation cost.
- Express delivery handling fee.
  - Road delivery: **400 USD**
  - Air delivery: **750 USD**

## 8. Product Return

### 8.1 PRODUCT SPECIFICATIONS

If the product is not within agreed specifications at the moment of the delivery, the product will be replaced at Cytec costs in accordance with and under the conditions of Cytec's General Terms and Conditions of Sale.

### 8.2 RETURNS AND DESTRUCTIONS

Contact your Customer Service Representative for more information. Material returns loading will only be accepted after Cytec formal approval.

- **Product return.** Returns have to be organized by customers and are subject to Cytec acceptance. In specific cases, Cytec can arrange the return. Contact your CSR for more information on the procedure, transportation cost and re-stocking fee.
- **Material destruction.** Cytec is not a permitted, authorized disposal company. In specific cases, Cytec can advice in this process, contact your CSR for more information.

## 9. MTO stocking policy

Material sold to only one customer bear a MTO full batch status. In exceptional cases with explicit agreement from Cytec, such material can be stocked in one

of our warehouses at the condition of some predefined agreements.

Contact your local Sales Representative for more information.

## Product Offerings

### 1. Product portfolio

Cytec offers a wide range of product solutions. A description of those products can be found either on our website ([www.cytec.com](http://www.cytec.com)) or in our brochures. Additional information can be obtained by contacting directly your local Sales Representative.

### 2. Packaging

Cytec works with standard packaging. Any special request is subject to approval and can be addressed to your Sales Representative.

### 3. Recollection

In specific cases, Cytec gives its customers the opportunity to have Cytec drums and IBC recollected. Contact your Customer Service Representative for more information.

### 4. Product specifications

Product specifications are available upon request from your sales representative.

### 5. Product labeling

Our standard labeling meets all the applicable regulatory requirements. Any change request from our labeling is subject to approval and additional service fee. Contact your local Sales Representative for more information.

### 6. Sampling

Samples are to be ordered through your Customer Service Representative. Sample sizes are predefined per business. Your customer service representative or sales representative will help choose the right size.

## Quality

### 1. ISO 9001 Certifications

Quality control is an important part of the Cytec production process. Highly skilled management and production staff monitor the production process in accordance with world recognized standards like ISO9001:2000 or TS16949:2002.

Currently all of the Cytec manufacturing sites are minimum ISO9001:2000 certified. Our plan is to have them all certified according ISO9001:2008 by fall 2010.

Latest copies of our ISO-Certificates can be downloaded from our website:

**[www.cytec.com/about/world\\_location.htm](http://www.cytec.com/about/world_location.htm)** from 2nd of March, 2009 onwards. Until then you can request the forms via your dedicated CSR.

### 2. Certificates of Conformity (COC) & Certificates of Analysis (COA)

Cytec guarantees the quality of its delivered products through the use of the certificates in accordance to NEN-EN 10204. We can deliver COC's with one year validity for every product sold. Upon specific request COA's can be provided through fax or email for each delivery.

Product data and specifications are available upon request. Please contact your Customer Service Representative for more information.

### 3. Customer Feedback

Help us to improve the quality of our products. If you have any comments or complaints, please report these by filling in the form that you can find at **[www.cytec.com/serviceofferings.htm](http://www.cytec.com/serviceofferings.htm)** and sending it to your Customer Service Representative.

---

• Email: [custinfo@cytec.com](mailto:custinfo@cytec.com) Worldwide Contact Info: [www.cytec.com](http://www.cytec.com) US Toll Free 800-652-6013 Tel 973-357-3193 •

"Service Offerings" described in the Handbook do not represent a binding offer. The present Handbook can be changed and/or updated at any time at Cytec's sole discretion. Contractual arrangements and/or Cytec's General Terms and Conditions of Sale shall, in case of conflict, prevail over the content of the present Service Offerings Handbook.

*CSC-1000-Feb2009-Americas*

© 2009 Cytec Industries Inc. All rights reserved.