

Allnex
Service Offering Handbook

Asia

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Introduction

Allnex 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, Allnex developed this handbook to communicate better our general order management policies and standard services. This service program will be executed from 1st of Sep, 2013 onwards.

Product Lines Covered

The document refers to most of Allnex products lines and product portfolio, including:

- Liquid Resins & Additives
- UV/EB Curable Resins
- Powder Coating Resins
- Cross-linkers

Order handling

1. Order entry service hours

Orders can be placed via fax, phone and emails through your dedicated Customer Service Representative (CSR) in respective country subject to local office hours. 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.

Worldwide Contact Info: www.allnex.com



3. Product status

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

3.1 Stock policy:

Allnex has two different types of stock policies:

1. **Make To Stock.** Items where Allnex 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 Allnex 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 10).

3.2 Lead times

Pls contact your local sales or customer service representative for product lead time information.

4. Order cancellation

Cancellations policies vary due to different stocking policies.

Allnex 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 X days prior shipment free of charge. Pls check with your local sales and customer service representative for detailed policy.
- **MTO (Make To Order)** Orders cannot be cancelled if material has already been produced or dedicated raw materials been obtained.

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 9.2 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 respect minimum order amount. The amount varies subject to different countries and different product lines with Allnex's sole discretion. Please contact your local sales and customer service representatives for more information.

7. Material on pallets

Per product, order quantity above a pallet will only be shipped in multiple of full pallets. Exceptions will remain possible upon request.

Pls contact your local Customer Service Representative for more information.

8. 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 Allnex warehouses allows. Express delivery is subject to Allnex 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 local delivery handling fee.

9. Product Return

9.1 Product specifications

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



9.2 Returns and destructions

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

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

10. MTO stocking policy

Material sold to only one customer bear a MTO full batch status. In exceptional cases with explicit agreement from Allnex, 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

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

2. Packaging

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

3. Recollection

In specific cases, Allnex gives its customers the opportunity to have Allnex 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

Worldwide Contact Info: www.allnex.com



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 Allnex 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 Allnex manufacturing sites are minimum ISO9001:2000 certified. You can request the latest copies of our ISO-Certificates via your dedicated local Customer Service Representatives.

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

Allnex 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, contact your local sales or Customer Service Representatives.