

## Twin Rivers Technologies is committed to providing quality customer service to our valued customers.

Twin Rivers Technologies created this brochure to present an overview of the way we do business. Our goal is to provide you with useful information about order placement, logistics, and payment procedures. Please visit our website at [www.twinriverstechnologies.com](http://www.twinriverstechnologies.com).

### Documents

Twin Rivers Technologies is pleased to have a website ([www.twinriverstechnologies.com](http://www.twinriverstechnologies.com)) that offers 24/7/365 access to documents such as Material Safety Data Sheets and Product Specification Sheets. For document requests, the first stop should be the website. If a special or specific document is not found on the website, please contact our Customer Service Team at 888-929-8780 or 617-845-1165 or contact your Twin Rivers Technologies Commercial Team Representative.

### Sample Requests

All sample requests must be submitted through the website. We will review and process your request, and then ship the sample as soon as possible. For large sample requests, we may require shipping to be paid by requestor. This will be requested at the time the sample request is processed.

### Order Placement Information

Please ensure that all orders and changes to an existing order are placed via E-mail at [orders@trtlp.com](mailto:orders@trtlp.com) or fax (617) 849-5543. You will receive an order confirmation within one (1) business day. This means that your order request or order changes have been accepted and processed in our system. If you fail to receive an order confirmation or order change confirmation, please contact your Customer Service Representative.

### Standard Lead Times

**Lead Time:** The number of days required prior to actual shipping date

Our standard shipping lead times are as follows:

<b>Trucks (TRT arranged)</b>	5 Business Days (minimum)
<b>Trucks (Customer Pick-Up)</b>	5 Business Days (minimum)
<b>Rail*</b>	4 Business Days (minimum)

\* Non-forecasted rail business will be subject to rail car availability.

\* Lead times for specific products may be greater than standard lead times. Your Customer Service Representative or Commercial Team Representative will communicate any deviations to standard lead times at the time of order placement.

The **Day Zero** principal applies to all orders. The day the order is placed is considered day zero, provided the order is placed by 3:00 PM EST on a normal business day. *It is considered day zero again once any change is requested to the original order.*

## Expedited Orders

An expedited order is defined as any order that is placed or changed with less than standard lead time. Twin Rivers Technologies will accept an expedited order on a “best efforts” basis. Due to short lead time, we will assume no liability for potential delivery issues which may arise (i.e. late delivery, equipment issues, etc.)

## Minimum Order Quantity

**Bulk:** Customer must order a minimum of 10,000 pounds

**Package:** Minimum order quantity is a single pallet (4 drums or 40 bags)

## Deficit Freight

Deficit freight is charged on less than full trucks where pricing is delivered. Our carriers charge the same freight rate for moving a truck regardless of the amount of product in the truck. When you order less than a full truckload, logistics costs are higher per pound. Please note a full truck load is 44,000 pounds. This is consistent with industry standards.

For example, if freight costs \$1,000 and the order is for 44,000 lbs, the unit cost is \$0.023/lb. If your order is for 22,000 lbs, the unit cost is \$0.045/lb. There are two ways you can avoid deficit freight: by using full truck loads or by selecting customer pick-up. Please contact your Customer Service Representative for information and scheduling.

## Order Changes/Cancellations

All order changes/cancellations should be communicated to Customer Service via an E-mail ([orders@trtlp.com](mailto:orders@trtlp.com)) or fax (617-849-5543) two (2) business days prior to shipment date/pick-up time. In general, once special made to order material has been produced, it can no longer be cancelled. Orders changed within three (3) days of requested ship date may not be able to be altered due to transportation constraints. Orders en route when a delivery change or order cancellation is requested will incur additional transportation costs and will be subject to restocking fees. Any costs associated with a late cancellation or late order change inside of the 48 hour policy will be the responsibility of the customer.

## General/Non-delivery Related Issues and Feedback

Twin Rivers Technologies strives to ensure the best possible service for our customers. If you are unsatisfied with your experience, we ask that you let us know. For any general issues or feedback that is not specifically related to the delivery of your order, please send an email to [customerfeedback@trtlp.com](mailto:customerfeedback@trtlp.com) with as much information as possible. For specific delivery issues, please follow Twin Rivers Non-Conformance procedure, which includes direct feedback to your Customer Service Representative.

## Split Loads

Twin Rivers Technologies does offer split loads or compartment trucks for customers who require partial orders of two (or more) different products from the same terminal. Compartment trucks have a maximum capacity of 42,000 lbs. and must be fully loaded to avoid a deficit freight charge.

Customers who order a compartment truck will incur a \$0.05/lb upcharge for each product. Any order less than 42,000 lbs. will be subject to deficit freight charges in addition to the compartment truck up charge of \$0.05/lb. (see Deficit Freight section for details).

For high melting point products such as Veg and Tallow Stearic, orders of less than 35,000 lb. will be shipped in a compartment truck with the compartment truck up charge of \$0.05/lb. added. Customers can avoid the compartment truck up charge for shipments of high melting point products by ordering the product to be shipped in a single compartment truck and agreeing in advance to pay any heel charges after unloading. Deficit freight charges will also apply for less than 42,000 lb. shipments.

Lead time for compartment trucks will be dictated by compartment truck availability at time of order.

There will be no up charge on split loads for Customer Pick-ups (CPU).

### Compartmental Shipments

Carriers have few compartmental trailers in their fleets. We cannot promise a two or a three compartment trailer. Customers getting two different products may get a three compartment trailer. In that case, one of the products will be short shipped. Compartmental trailers typically have one set of steam coils across the bottom of the trailer. Therefore, if we ship compartmental shipments, we cannot individually manage temperature by compartment.

### Equipment Available for Twin Rivers Technologies Deliveries

#### Standard Chemical Bulk Trucks

#### National Formulary Grade & Chemical Trucks Standard

The following items are standard for National Formulary and chemical shipments. Please note all NF trailers will be food grade washed but not typically in dedicated food grade service.

- 6,500 to 6,800 gallon capacity
- Steam capable
- Rear off-load
- Carbon steel pumps \*
- Air compressor \*
- Air off load capable \*
- In Transit heat \*

\* Customer must provide these and any additional requirements at time of order placement to ensure truck is equipped with necessary equipment

#### Non-Standard for NF Grade and Chemical Shipments

- Stainless steel pumps
- Nitrogen blankets (only required in long term storage)
- Compartmental trailers
- Center offload (limited availability)

Kosher shipments can be accommodated for normal lead time orders only. NF and chemical tanks will require kosher certification and cleaning under rabbinical supervision.

## Standard Glycerin Trucks

Here are the standard items we can offer. Please specify at the time of the order:

- 6,500 to 6,800 gallon capacity
- Lithcote, Stainless, Aluminum or Food Grade lining
- Rear off load
- Air off load capable (3 days lead time)
- Butterfly valves
- Pumps and lines must be Stainless steel, Aluminum or lined with Ceilcote 252, Plasite 9570, or Food Grade lining

Caustic Wash and Rinse is needed to meet the Food Grade Standards required for Glycerin shipments

Please note that food grade trailers do not offer steam capability. This reduces the risk of contamination.

## Non-standard for Glycerin Trucks

- Carbon steel pumps
- Air compressors
- Steam coils
- In transit heat
- Internal valves
- Center off-load (limited availability)
- Compartmental trailer

## Railcar Equipment Information

Railcars are lined or unlined based on the product characteristics and our shipping standards. Twin Rivers Technologies does not provide lined cars for products which do not require lining based on our shipping standards.

## Customer Shipping Requirements Database

Twin Rivers Technologies maintains a database of all customer requirements. In order to ensure that our carriers provide the proper equipment, please make sure your requirements are on file and up to date.

## Delivery Guidelines

### Timing

Consistent with industry standards, we expect our **truck shipments** to arrive at destination +/- two (2) hours to be considered an on-time delivery.

Our experience indicates that customers in large metropolitan areas (New York City, Chicago, Los Angeles, and Detroit) can expect on-time deliveries by requesting off hour deliveries between the hours of 8:00 PM and 6:00 AM.

If delivery is scheduled into a large metropolitan area, delivery windows are requested versus specific times.

**Rail Shipments** must arrive +/- four (4) business days from confirmed delivery date to be considered an on-time delivery.



## Temperature Management

Twin Rivers Technologies delivers product in accordance with the delivery temperature ranges specified by Twin Rivers Technologies Quality Assurance. Requests for deliveries OUTSIDE the Twin Rivers Technologies specified temperature range can be accepted with a signed Waiver & Release of Liability form on file. Customer requested delivery temperature should be a range, as we are not able to guarantee deliveries at a specific temperature.

The recommended method for evaluating material temperature is via a thermal gun. If a truck shows up with a temperature lower than that stated on the Customer Shipping Requirement (CSR) and will cause unloading problems, please contact your Twin Rivers Technologies Customer Service Representative immediately.

For a complete list of Twin Rivers Technologies Temperature Guidelines, contact Twin Rivers Technologies.

## Heel Management

The expectation is that all railcars and trucks are unloaded and returned empty. Should a railcar or truck return with a heel, the customer is subject to additional fees for reprocessing and/or disposal. If a heel remains, the customer can steam the material (either away or on-site at their cost) or can pay for disposal. In the event of disposal, the carrier will bill the customer directly.

## Weight Tolerance

Twin Rivers puts forth every effort to fill trucks to the capacity requested by the customer. However, due to the quantities involved, it is not possible to fill tank trucks to the exact quantity ordered. Our policy states that a truck order has been fulfilled if the quantity shipped is +/- 1,350 pounds of the ordered quantity. For example, if a customer orders 45,000 lbs, the truck must be filled with 43,650 - 46,350 lbs. Railcar orders will be filled within the safe tolerance of the railcars maximum capacity.

## Demurrage

### ▪ Trucks

#### To US/Canada Destinations

- Customers have two (2) hours to unload a truck. After this two (2) hour window, the customer is responsible for all demurrage charges and will be billed directly by the carrier.

#### To Mexico Destinations

- The first five (5) days of use are included in the line haul fee. The \$75/day charge for each additional day thereafter (maximum of \$1100 per trailer per month) is an additional charge and our policy is TRT will invoice Mexican customers for days beyond the five free day use of the trailer. The days are counted from the day the trailer is dropped at the Brownsville or Laredo forwarder location until when it returns to that location.

Example: If a trailer is dropped on the 1st of May, and returned on the 6th of May, that is five days and no invoice. If it returns on the 7th of May a charge of \$75 would apply, and likewise if it returns on the 8th, a charge of \$150 would apply, and so on.

### ▪ Railcars

- Please return railcars in a timely manner. Railcars must be reverse routed by the fourteenth (14th) day after constructive placement (as reported by delivering Railroad). Rail cars held over 14 days will incur a \$75 per day railcar detention charge. Charges will end when the railcar is released to the railroad for return to Twin Rivers Technologies terminal. If any discrepancy with a demurrage bill occurs, please contact your Twin Rivers Sales Representative to discuss.

## Customer Pick-Up (CPU)

Customers or Customer Contracted Carrier must set up a loading appointment and Twin Rivers Technologies will not be responsible for loading detention. Twin Rivers Technologies requires that all carriers arrive on time for all customer pick-up appointments. In the event that a carrier is delayed, Twin Rivers Technologies will make every effort to ensure the minimization of further delay. However, the carrier may have to wait until the next available appointment. Customers take ownership of material at time of pick-up. Any in-transit damage is the responsibility of the customer.

It is the responsibility of the customer to have their carrier contact the Twin Rivers Technologies Customer Service Department to schedule a loading time and obtain a pickup number up to seven (7) days in advance (or at time of order placement if less than 7 days from order placement to expected ship date) using the Twin Rivers order number as a reference. There are a limited number of loading slots so an order confirmation does not guarantee a loading slot on that day until the carrier has called to confirm.

## Returns/Refusals

**All refusals and returns must be authorized** by your Twin Rivers Technologies Customer Service Representative. You will be given an official return authorization number to notate on all documentation accompanying the return shipment. Costs associated with an unauthorized return will be the responsibility of the customer.

**Refusal-** must occur at time of delivery in the U.S., Canada, Mexico, and Latin America. All refusals must be transported in a properly sealed vessel (truck, railcar, etc.).

**Returns-** must be requested within fifteen (15) business days of receipt of material(s). All returns must be transported in a properly sealed vessel (truck, railcar, etc.).

### Authorized Reasons for Returns/Refusals

1. **Quality Issue (Prior to Unloading by Customer)** Return of material is allowed if the material is substandard due to manufacturing errors. (Examples include material contamination; material does not meet agreed customer specification, defective packaging, etc.). Customer must provide a sample or pictures to be tested by Twin Rivers Technologies. Based on the results of the test, the return will be validated or denied within 72 hours of receipt of the sample.
2. **Twin Rivers Technologies Shipping Errors** Special steps should be taken when a customer is confronted with "wrong product" (e.g. product not on customer P.O./B.O.L) at the point of delivery. In this situation, the product should be refused and returned to Twin Rivers

Technologies. Customer should hold any unordered goods safe from harm and should comply with Twin Rivers Technologies instructions as to the disposition of the material.

3. **Customer Order/Shipping Errors** When the wrong product is shipped due to a customer error (e.g. shipped as ordered), then the customer can return the material, but the customer is responsible for all associated freight, handling and re-stocking costs.
4. **Restocking Fees** Restocking fees are 15% of invoiced value for standard products. These fees will be significantly higher for customer specific products and will be discussed and determined at the time of the issue. Twin Rivers Technologies will make every effort to minimize cost impact to customer.

### Unauthorized/Invalid Reasons for Returns/Refusals:

1. **Individual Items or Units** Twin Rivers Technologies does not authorize the return or refusal of less than full shipping units, unless an overage or shortage has occurred. For packaged material, one pallet is considered a shipping unit.
2. **Off-Quality Material in Customer's Possession** Once a customer takes possession of the material (either via CPU or transfers material into their tank), Twin Rivers Technologies is not liable for damage caused by the customer or unknown causes.
3. **Brands Discontinued (or De-Listed) by a Customer** Twin Rivers Technologies cannot accept returns when a Customer discontinues (or de-lists) a product. Twin Rivers will attempt to work with a Customer to find a resolution to minimize the cost impact to the Customer.
4. **Material in Customer's Possession at time of Division, Closing or Acquisition** Twin Rivers Technologies cannot accept returns when a Customer faces division, closing or acquisition. Twin Rivers will attempt to work with a Customer to find a resolution to minimize the cost impact to the Customer.
5. **Customer Overstock** Twin Rivers Technologies does not authorize return of material because the customer's tank is full or production is not ready. If customer cannot accept material in this situation, then the customer is responsible for any costs associated with the unauthorized return/refusal (i.e. freight, storage, re-stocking, etc.).

## Payment Terms and Service Guidelines

### Volume & Billing

According to the Terms of Sale, Customer agrees to pay according to the Twin Rivers Technologies weight ticketed as reported on the Bill of Lading (BOL).

Twin Rivers Technologies certifies the accuracy of its scales; the scales are calibrated annually (at a minimum). All weight discrepancies should be reported to your Customer Service Representative. Do not short pay invoices without first discussing the situation with your Customer Service Representative.

Exceptions will not be approved if the received weight is within .5% (5 lbs per 1000) of the invoiced weight. (Example- Based on a 45,000 lb trailer, the acceptable variance is 225 lbs +/-).