

# great partnerships create strong solutions

Specialty Ingredients  
standard commercial services

Latin America



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## did you know?

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Ashland has 43 plants and 24 labs in 16 countries. We are 7,000 passionate, tenacious solvers providing solutions to complex problems for customers in more than 100 countries.

# introduction

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At Ashland, we are a talented group of professionals committed to improving customer—supplier relationships by working collaboratively to develop supply chain solutions which enable us to better service our customers’ needs.

This guide is designed to provide you with an understanding of our standard services. Services outside of our standard offering are available upon request. Depending on the service, additional fees may apply for non-standard services.

Please contact your Customer Service Representative or Account Manager if you would like to learn more about our supply chain solutions for your specific needs.

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## how do I place an order with Ashland?

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Orders can be placed with your dedicated Customer Service Representative by phone, fax, or email. Please contact your Customer Service Representative or Account Manager for more information or to request access.

## order acknowledgement

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An Order Acknowledgement is typically provided within two business days of receipt of order.

## what packaging and quantities are available?

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Ashland uses various packaging types, including totes, drums, pails, bags, boxes, and bulk. The package type and size varies by material. Minimum order quantities may apply. Please contact your Account Manager or your Customer Service Representative to understand the exact options available for the specific material you would like to purchase.

## what considerations are required for bulk unloading?

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If you have an existing bulk storage system and Ashland is delivering to your system for the first time, we will need to understand your needs, such as:

- center vs rear unloading valve on truck
- product hose requirements
- special connections required
- use your dedicated pump or use the truck pump
- any special driver personal protective equipment (PPE) or other delivery instructions

If you are installing a new bulk tank, please let your Ashland sales representative know early in the process and we can provide you with a helpful guide to bulk storage and handling.

## is there a minimum order value?

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To improve service and our joint supply chain efficiency, Ashland requires that each order meets a minimum value threshold. Customers are encouraged to develop ordering habits that result in meeting the desired minimum order values.

The minimum order value amount varies depending upon the business segment. Your Customer Service Representative will be able to clarify the requirements for your purchases.

Ashland will fulfill sales orders that are less than the minimum order threshold. A service fee of USD \$200 will be applied to each order that does not meet the threshold value.

## how much lead time do I need to provide?

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Lead times reflect the minimum time necessary to manufacture and prepare customer orders for shipment. They do not include transit time and may vary depending upon producing location and material availability.

Standard lead times vary by product. Your Account Manager or Customer Service Representative will be able to provide lead times for the specific products you wish to purchase.

## what if my order does not meet the standard lead time?

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We will do our best to accommodate orders placed that do not meet the lead time requested. A service fee of USD \$150 will apply to any order that does not meet standard lead time. Product shipment time will be based upon availability of material and will be subject to carrier availability.

## can I expedite the transportation of my order?

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Ashland is willing to use expedited transportation that is faster than standard carrier shipment times. This service carries an expedited fee of USD \$120 plus any additional freight costs incurred. Your Customer Service Representative will inform you of those fees upon confirmation of your order.

## can I arrange for a carrier to pick up my order?

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Some Ashland locations can accommodate customer pickups, subject to carrier approval by Ashland. Contact your Customer Service Representative for details.

When picking up hazardous materials, you must ensure that the carrier is certified to handle hazardous materials, including providing applicable placards.

Your order confirmation will include the Ashland pick-up date. If your carrier does not pick up on the confirmed date, a holding fee of USD \$100 will be applied to your order.

## did you know?

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Lead time is defined as the time between when an order is placed with the customer service representative until the time the order is ready to ship. Lead time does not include route (transit) time and may vary depending upon producing location and material availability.

## Is there a charge for a delay when delivering at a local customer?

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For local deliveries, a USD \$25/hour delay charge applies after 2 hours of waiting.

## how do I change the delivery day of my order?

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Changes made within one day of the scheduled shipment date for domestic orders and made within 15 days for non-domestic orders can create operational issues and should be avoided. If you request a change to your order within this timeframe, a change fee of USD \$120 will be applied to your order.

Orders for Make to Order products cannot be changed if production has started.

## what if I need to cancel my order?

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Cancelling an order seven days after order placement can create operational issues and will not be accepted.

Make to Order products cannot be cancelled if production has started.

## what if I need special services?

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Ashland is pleased to offer special services and will accommodate your needs when possible. Special services may incur additional fees. Your Account Manager or Customer Service Representative can respond to your request.

## how do I order a sample?

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Ashland is pleased to offer samples of our standard products. Please contact your Account Manager or Customer Service Representative.

Standard sample requests typically require 48 hours to ship. Non-standard samples may take longer to fulfill.

## what are payment and pricing terms?

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Standard terms of sale are net 30 days from date of shipment. Pricing is based on the price effective on the date of shipment or pick-up. Standard pricing does not include shipping and handling costs.

## did you know?

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Are you in need of an external laboratory to source analytical testing? Ashland's Analytical Services & Technology group can provide certified testing results for many analytical services. Areas of expertise include: Spectroscopy & Microscopy, Separations & Environmental Analysis, and Materials Characterization.

## do you provide technical service support?

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Ashland fosters continuous growth through a pipeline of innovation and technical excellence, and is pleased to assist you with any technical support you may require. Often, our team of solvers help our customers manufacture their products more profitably. We have well trained technical service scientists located throughout the globe who can assist you with use of our products. Please contact your Account Manager for assistance.

## what type of information will I receive with my order?

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The following documents are provided with your order:

- Certificate of Analysis (C of A)
- Upon customer request, an advance shipping notification can be provided prior to shipment
- Safety Data Sheet (SDS) – A SDS is emailed with your first order. Additional copies can be requested by contacting your Customer Service Representative.

The following documents may be available for your order. Please contact your Account Manager.

- Handling Instructions
- Technical Data Sheets
- Application Guides

## what if I have a product or service concern?

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Ashland acts as a true partner to its customers, providing customized solutions that add tremendous value to their products or their processes. Our customers enjoy better product integrity from ingredients that are of consistent quality. Should you have a concern with an order, our staff will work directly with you to address your concern. To report a concern about a product or service, please contact your Account Manager or Customer Service Representative.

## can I return product?

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Some products purchased within the last 6 months may be eligible for return; some products are not eligible for return. Before a return is considered, the following requirements must be met:

1. The product is unopened and with seals intact, and
2. The product has sufficient shelf-life remaining, and
3. The customer arranges for and pays the return freight back to originating location.

All returns require prior authorization from Ashland and will be subject to a 25% restocking fee. If your product is authorized for return, credit will be issued once the material is received into our warehouse and inspected. MTO products cannot be returned. Please contact your Customer Service Representative or Account Manager for return authorization.

## how will I be billed?

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An invoice will be sent to you upon shipment, and is based on the price effective on the shipment date.

## how do I pay my bill?

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Ashland's preferred method of payment is electronic transfer. Please contact your Account Manager or Customer Service Representative for more information.

## did you know?

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Application Reader Technology (ART) includes patent pending devices and custom software that captures and quantifies the painting process to explain subjective feel using objective data.

## what's on your label?

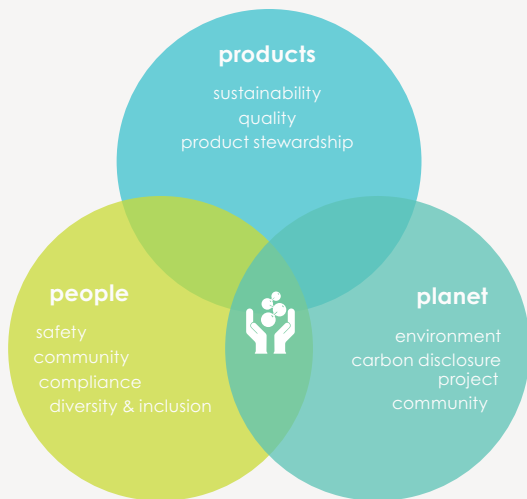
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All Ashland products are labelled in accordance with GHS label requirements. Some business segments require additional information on the labels.

Please review safety data sheet before handling of products.

items included on label	
<b>product name</b>	The product name will contain the brand name of our product, followed by a number series unique to the product
<b>batch number</b>	The batch number, or lot number, is a unique identifier for the specific production
<b>material number</b>	The material number is an Ashland internal reference number
<b>safe handling warning</b>	This section contains safe handling instructions and disposal recommendations for the product
<b>HMIS code</b>	The Hazardous Materials Identification System (HMIS) numerical hazard rating of the product
<b>packaging date</b>	The packaging date is the date on which the product is placed in the container
<b>Ashland safety hotline</b>	The Ashland safety hotline (1-800-ASHLAND) is a complimentary service available in the event of a safety or hazardous incident





did you know?

In order to honor Ashland's values and principles, Ashland has decided to conduct business only with suppliers who share a similar commitment.

## Responsible Care® Processes

Responsible Care is the chemical industry's unique, global initiative that drives continual improvement in health, safety and environmental performance, together with open and transparent communication with stakeholders. Ashland is committed to Responsible Care and strives for zero incidents with people, products, or the planet. We publicly report our global environmental, health, and safety performance to ensure transparency in our progress.

### Our Responsible Care Policy outlines our commitment into three main goals:

- o operate with zero incidents**

We believe that all incidents are preventable... on and off the job. We strive to operate with zero occupational illnesses and zero environmental, security, quality, or process safety incidents.
- o ensure compliance**

We abide by applicable laws, regulations, technical specifications and internal standards while adhering to high ethical standards.
- o reduce impact**

To support our sustainability efforts, we continually examine ways to reduce our environmental footprint while providing products that meet our customers' needs.

### Keys to our Responsible Care Policy include:

- o transparency**

We maintain an open dialogue with employees and communities.
- o product stewardship**

We work with supply chain partners and customers to enhance product safety.
- o global management system**

We follow standard processes that provide a foundation to achieve our RC Goals.



# our story

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Ashland Global Holdings Inc. (NYSE: ASH) is a premier global specialty chemicals company serving customers in a wide range of consumer and industrial markets, including adhesives, architectural coatings, automotive, construction, energy, food and beverage, personal care and pharmaceutical. At Ashland, we are nearly **7,000 passionate, tenacious solvers** - from renowned scientists and research chemists to talented engineers and plant operators - who thrive on developing practical, innovative and elegant solutions to complex problems for customers in more than 100 countries. Visit [ashland.com](http://ashland.com) to learn more.

## did you know?

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EXCiPACT certification assures pharmaceutical manufacturers and regulatory bodies that production is done at a high level of quality, and works to standardize quality requirements, allowing the number of audits required to be reduced. Ashland has six production facilities across the globe that are EXCiPACT certified.



## GLOBAL HEADQUARTERS

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always solving