

**Introduction:**

SNF is the world's leading manufacturer of water-soluble polyacrylamides. We service the municipal, mining, oil, industrial, and specialty markets.

SNF has the largest and most cost effective manufacturing process in the industry. Due to the complexity of our production facilities and the range of our polymer product line, we have prepared this guideline for customers doing business with SNF.

All SNF manufacturing locations are **ISO 9001:2000** certified. SNF operates four major manufacturing sites around the world; Andrezieux France, Riceboro Georgia USA, Taixing China, and Ulsan South Korea. These major sites are complemented by 14 satellite facilities which are capable of providing excellent regional service and delivery.

All major operating facilities are **RCMS certified**.





**Product Lines Covered:**

Flocculants, Cationic and Anionic Polyacrylamides  
Coagulants, Polyamine, PolyDADMAC  
Mannich Polymers,  
Dispersants,  
Cationic Monomers,  
Acrylamide Monomer  
DADMAC Monomer,

*SNF, through our Floquip Division manufactures **a full line of polymer feed equipment** to meet all of your chemical delivery needs.*

**Order Handling:**

Orders can be placed Monday through Friday between the hours of 8am – 5pm (Eastern Time).

We accept orders via fax, phone, and email through a dedicated team of Customer Service Representatives.

Telephone numbers:  
(877) 339-8349,  
(912) 884-3366.  
Fax Number: (912) 884-8788.  
E Mail (your assigned CSR)  
[www.snfinc.com](http://www.snfinc.com)

Order acknowledgements with agreed upon product, pricing, packaging, terms of sale, and ship date will be confirmed by your Customer Service Representative. Material Safety Data Sheets (MSDS) and Certificates of Analysis are provided upon request.

## **Customer Purchase Order Information:**

*To assure that we respond to your orders promptly and accurately, it is essential that you provide all of the following information on your purchase orders.*

### **Sold To / Invoice To**

Company name and address where invoice is to be sent.  
Purchase order number.  
Contact name, phone, fax numbers, and email address..

### **Products Ordered**

SNF Product Name—must be complete.

### **Ship To / Deliver To**

Ship to customer name; Physical delivery address (no P.O. boxes).  
Ship to customer P.O. # (if needed on paperwork).

### **Customer Product Name**

As it should appear on labels, packaging, and documents. Must provide both names

### **Freight Terms**

SNF policy is that all our products are sold Ex-Works production plant .  
Address where freight invoice is to be mailed.

### **Quantity and Price**

Total quantity in pounds or kilograms, number and type of package; Unit price per lb. or kg. If other than U.S. currency, must be specified and agreed by management.

### **Shipper Name**

SNF generally shows our customer as shipper on Bills of Lading, Package Labels, and Certificates of Analysis.

### **Packaging**

SNF Products are supplied in standard packages and weights based upon the product. (See Standard Packaging & Weight Guide below).

### **Desired Ship Date or Delivery Date**

SNF will confirm available ship date and/or estimated delivery date based on production schedule.

### **Special Instructions**

You must state any special requirements you have for shipping, and handling.



**Order Changes or Cancellations:**

Order changes or cancellations must be received no later than one week (7 days) prior to the scheduled ship date. If we have not already begun production, we will accommodate the change. If we've begun or completed production, we will try to reallocate the product. If this is not possible, the order will stand or be subject to a \$.10 per pound repackaging fee.

**Sample Policy:**

SNF provides individual 2-ounce samples for lab testing purposes. Simply complete an order form listing those products you wish to test, and fax it to your Customer Service representative. Or, call either your Sales Representative or Resale Manager. There is no charge for these samples, however, you pay the cost of shipping. For bench testing, be sure to use fresh samples. See the following chart:

Product Category	Shelf Life
Solutions	3 months
Polyamines	1 year
polyDADMACs	1 year
Inorganic Blends	1 year
Emulsions*	6 months
Powders	> 1 year

Most 2-ounce samples are shipped via FedEx Ground and every effort is made to minimize your freight expense. Requests for priority or overnight deliveries cannot be guaranteed.

*\* Emulsions tend to separate during extended storage; they should be mixed thoroughly before testing.*



## **Returned Goods Policy:**

As a ***Customer Focused*** organization, we try to accommodate our customer requests for returned goods where we can, subject to certain policies and procedures.

**IN ALL CASES:** A Returned Goods Authorization (RGA) must be approved and issued before the return of materials can be accepted by any SNF location.

**Off-Spec Materials:** If materials are determined by SNF to be out of specification due to improper manufacture, SNFHC will accept the material back, freight collect, and issue a credit for the invoice value of the material returned including the original freight. International shipments (outside the US) may require alternate return methods.

**Material Damaged in Transit:** Our standard terms are Ex-Works Plant. Material received by the carrier in good condition and damaged in transit are the responsibility of the carrier. The customer should file a claim with the carrier. We will endeavor to assist all customers with information to help dispose of non-returnable materials.

**Surplus Inventory:** Under certain circumstances SNF may accept returns subject to a restocking fee of 25 % of the original ex-works invoice value provided that :

- Material is within the shelf life / expiration date
- In original packaging, unopened and in good condition.
- Pre-return samples may be required prior to approval for return
- Credit to be adjusted to ex-works value for any freight included in original invoice
- Material to be returned freight prepaid (not for the account of SNF)
- Verification of the above upon return

**Hazardous Materials:** SNF cannot accept the return of hazardous materials, unless the product has a defect shown to be caused by SNF (i.e. not due to mis-handling by the customer) and is not beyond its expiration date. We will endeavor to assist all customers with information to help dispose of hazardous or other non-returnable materials.

**Other Situations and Exceptions:** SNF will endeavor to understand the root cause of any situation. Based on management findings we will strive to reach an equitable and fair solution.

***Any exceptions to the above returned goods policy require management approval.***



## **Packaging:**

*In addition to bulk shipments, SNF offers the following package options.  
**Standard packaging upcharges will apply.***

### Powders

- 55 Pound / 25KG White Paper, Polyethylene-Lined, Multi-Wall, Valve Bag  
Package Code: B01 - 21.75" x 23.75"  
Bags per pallet: 30 or 40
- 1650 Pound / 750 KG Bulk Bag (Lined)  
Package Code: B08 - 35" long x 35" wide x 50" high  
Package Code: B12 - 35" long x 42" wide x 44" high

### Emulsions, Solutions and Coagulants

- White Plastic 5 Gallon Pail with Screw-Off Lid  
Package Code: E08 - 10" long x 9.525" wide x 14.5" high  
Tare weight: 3 pounds  
32 Pails per pallet.
- Blue Plastic 55 Gallon Tight-Head Drum  
Package Code: D02 - 23" diameter x 34.5" high  
Tare weight: 25 pounds  
Drums per pallet: 4
- 275 Gallon Cage Tote  
Package Code: L03 - 39" long x 47.5" wide x 35" high  
Tare weight: 135 pounds  
Totes per pallet: N/A

*Other package options may carry additional upcharges as defined by your Sales or Customer Service Representative.*



### **Responsible Care:**

Environmental, Health, Safety and Security Management Systems are an integral part of our operations. SNF complies with the American Chemistry Council's Guiding Principles of Responsible Care and is certified by the Responsible Care Management System (RCMS).



### **Product Certifications:**

SNF features many products meeting the stringent requirements of the Food and Drug Administration, NSF, and other globally recognized institutions. Should you require products with any of the following certifications or approvals, contact your SNF Sales Representative.

**FDA**

**Kosher**

**NSF**

**GRAS**

When ordering any SNF products such as polyacrylamide, polyamine or polyDADMAC, you must request the appropriate grade or product approval that meets your requirements. Products do not automatically come with these certifications or approvals. Your SNF Sales Representative will gladly answer any questions or concerns you may have with regard to product approvals, prices, and availability.



**Customer feedback:**

***Thank you for your support of SNF, Inc. Help us improve the quality of our service and products to best meet your needs. Please provide your input to your Sales Representative or Customer Service Representative at 912-884-3366 or <http://www.snfinc.com/contactus.html>***