

Nalco Water North America - Ordering and Shipping Policies and Standards

Effective January 1, 2018

Bulk Delivery:

- The minimum order quantity for bulk is 1,000 gallons and pricing is based on volume

Tanker Delay Charges:

- Tanker unloading delays and trailer spotting charges, over two hours, will be billed back to the customer if caused by the customer's acts or omissions

Tank Too Full:

- Chemical orders that are returned due to the receiving tank being too full will incur a freight and handling fee of \$500, if caused by the customers acts or omissions

Expedited Freight:

- Extra freight charges over ordinary shipping will be billed to the customer, including for expedited freight or dedicated-point-to-point deliveries, if caused by the customers acts or omissions

Inside Delivery:

- Customers requiring inside delivery will incur a \$100 / order service fee
- Excludes PORTA-FEED™ transfer service

PORTA-FEED™:

- Lost PORTA-FEED™ tanks will incur a full replacement cost (currently \$3,000 - \$6,000 each)
- PORTA-FEED™ tanks with less than required number of annual fills will incur a \$500 annual usage fee
- Drop off PORTA-FEED™ tanks not returned within 6 months will incur a \$500 annual usage fee

Minimum Order Size:

- Nalco's minimum order size is \$150 per order.

Returns:

Nalco Water follows the Ecolab global return policy for all business.

Details located here: <http://www.ecolab.com/pages/customer-returns-policy>