

Cylinder Return Instruction



AkzoNobel
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Upon receipt of cylinder please retain all issued, UN approved packagings (overpack, drum and inner packagings) for return of the cylinder. All cylinder returns should use the corresponding package the cylinder was originally shipped in. After consumption of the product within the cylinder, please take the following actions to return the cylinder to AkzoNobel HPMO at the appropriate location. If the original packaging materials are not available, if you need proper labels, or if you have any questions concerning cylinder return, please contact AkzoNobel HPMO or your regional distributor (use contact information in step 9).

In some cases your regional sales agent will arrange for collection of the cylinder and will handle correspondence with AkzoNobel HPMO regarding cylinder returns; however, please ensure that these instructions are followed when repackaging the cylinder.

For quality related returns: Please contact your regional sales manager and complete the Cylinder Return Form (electronic return forms are available at www.akzonobel.com/hpmo). Please keep a copy for your records and email/fax the form to AkzoNobel HPMO customer service (hpmo-returns@akzonobel.com or fax: +1 312 544 7188) and/or your regional distributor who will provide you with a Return Material Authorization number (RMA) for the return. Clearly label outer return packaging with the RMA number.

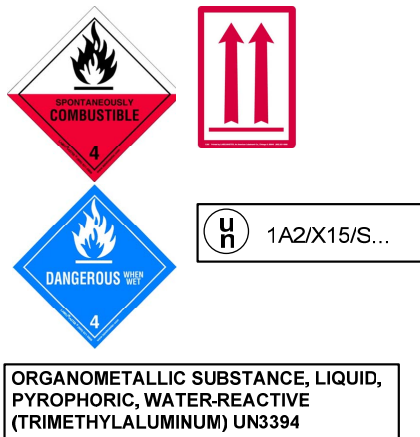
- Read the MSDS/SDS for the product to identify its shipping classification.
- Identify the acceptable mode of shipment (most MOs cannot be shipped by air, exceptions are DTBSi, TMAs, and TBCI. Cylinders that are new or have been thoroughly cleaned of product can also be shipped via air).
- Only ship via a carrier authorized to carry dangerous goods.
- Some shippers may require a copy of the SDS and TREM card in the appropriate languages (Europe) or the NAERG number and the MSDS (North America).

Cylinder Packaging

1) Ensure that the UN approved drum is labeled according to ADR/IMO/IATA regulations. Labeling should include orientation arrows, hazard labels, the proper shipping name and technical name in parenthesis (when required), as well as the UN package marking for the approved combination package (an example label is shown above; however, the numbers may vary based on the cylinder type) and the appropriate sticker indicating overpack. Orientation arrows on overpack should be posted on two opposing sides. RMA number should be posted on the outer return packaging.

The proper shipping name must match the material label on the cylinder.

Outer Black Drum:



Overpack - Corrugate Box or Wood Crate:



- 2) Ensure that **all** cylinder valves are properly closed. Install and tighten **all** VCR seal caps and fittings.



- 3) Seal the cylinder in a plastic bag, such as a low density polyethylene (LDPE) bag.



- 4) Arrange the sealed bags of vermiculite in the drum to form a 'nest' for the cylinder. Do not use free vermiculite.



- 5) Place the cylinder in the drum in the upright position and in the center of the sealed vermiculite packaging.



- 6) Place additional bags of vermiculite around and on top of the cylinder to secure the cylinder and fill the drum volume.



- 7) Place the lid on the drum and secure the lever lock ring. Engage the 'locking tab' on the ring.



- 8) Pack closed drum into the proper overpack (corrugate box or wooden crate) for return. All original, packagings for each cylinder should be used for the return – see page 1, paragraph 1. Ensure all proper labels are in place. Prepare all shipping papers and documentation in accordance with the applicable Hazardous Material, Transport Regulations.

Cylinder Shipping

- 9) Ship the packages to the appropriate address (see above) following all transport regulations. Please provide the appropriate contact person listed above (by email or fax) with return cylinder shipping information (i.e. cylinder serial numbers, carrier, tracking numbers, and the expected arrival date). If shipping from outside of these regions, please contact your HPMO sales manager, and/or your regional distributor for further instructions.

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| <p>North America</p> <p>Shipper: your company name Port of destination: Houston, Texas, USA Final destination: Deer Park, Texas, USA</p> | <p>Consignee: AkzoNobel Polymer Chemicals HPMO Attn: HPMO Logistics 730 Independence Parkway South La Porte, TX 77571 Tel: +1 281 817 9121 / Fax: +1 281 930 8849 Email: hpmo-returns@akzonobel.com</p> |
| <p>Europe</p> <p>Shipper: your company name Port of destination: (sea) : Rotterdam, Netherlands (air) : Frankfurt/Main Germany Final destination: Marburg, Germany</p> | <p>Consignee: Dockweiler Chemicals GmbH On behalf of Akzo Nobel Polymer Chemicals B.V Attn. Mario Sommer, Logistik Werksteil Görzhäuser Hof, Geb. M 217 Emil-von-Behring-Str. 76 D-35041 Marburg, Germany Tel: +49 6421 39-6380 / Fax:+49 6421 39-6381 Email: hpmo-returns@dockweiler-chemicals.com</p> |
| <p>Taiwan</p> <p>Please contact AkzoNobel's sales representative, at Cassen Enterprises, to request a Cylinder Collection Form and to schedule cylinder collection.</p> <p>Pierre Hsu Tel: 886-2-2578-8077 Ext. 628 Fax: 886-2-2578-0618 E-Mail: pierre@cassen.com</p> | <p>請聯絡AkzoNobel總代理商 凱信企業: 索取空瓶回收表 和 安排空瓶回收</p> <p>凱信企業 徐政宏 電話: 886-2-25788077 分機: 628 傳真: 886-2-25780618 電子郵箱: Pierre@cassen.com</p> |

This Cylinder Return Instruction is not meant to train or give advice on cylinder shipping procedures. The information offered here, by Akzo Nobel HPMO, represents our understanding of the shipping process. Please consult with your local regulatory and transportation agencies to ensure that all procedures are understood and all regulations are followed. Akzo Nobel HPMO is not liable for any damages, fines, or prosecution that results from the use of this document. The information contained herein supersedes all previously issued bulletins on the subject matter covered. The user may forward, distribute, and/or photocopy this document only if unaltered and complete, including all of its headers and footers, and should refrain from any unauthorized use. You may not copy this document to a website.

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