Customer Requirements Manual

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SECTION I – INTRODUCTION

To standardize our internal processes and to consistently meet commitments to our customers, RheTech, Inc. has created a Customer Requirements Manual to document the basic services that we will provide in the areas of:

- ➢ Quality Management Systems

- ➢ Environmental Management Systems

- ➢ Packaging, Delivery and Documentation

- ➢ Quality

RheTech, Inc. supply agreements and contracts reference this Customer Requirements Manual as the basic level of service that we will adhere to, with the following statements:

Customer acknowledges and accepts the provisions of RheTech, Inc.'s customer requirements manual. Acceptance of such shall be indicated by signature of sales agreement and/or purchase orders to RheTech, Inc.

RheTech, Inc.'s receipt of customer's purchase orders does not constitute acceptance of any terms and conditions set forth in customer's quality requirements manual or any other such document which may present conflicting requirements to those set forth in RheTech's "Conditions of Sale" or in this agreement and RheTech, Inc.'s customer requirements manual.

Other terms and conditions for services must be documented and endorsed by RheTech, Inc. and its Customers. This manual does **not** cover payment terms, pricing, freight conditions or other commercial terms between RheTech, Inc and its customers. Any requests and/or deviations from the Customer Requirements Manual will have to be specifically negotiated and mutually agreed upon.

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SECTION II – QUALITY & ENVIRONMENTAL MANAGEMENT

QUALITY MANAGEMENT SYSTEMS/LABORATORY

RheTech, Inc. is currently third party registered to the following international standards:
ISO 9001
ISO 17025 – RheTech, Inc., Whitmore Lake, MI [Laboratory only].

ENVIRONMENTAL MANAGEMENT SYSTEM

RheTech, Inc. is currently third party registered to the following international standard:
ISO 14001

Note: Please visit our website www.rhetech.com to view and print our certificates.

SECTION III – DELIVERY

DELIVERY

RheTech, Inc. is committed to providing 100% on-time delivery. RheTech acknowledges orders within 48 hours, unless specified otherwise by the customer.

This applies to all customer orders that meet proper lead times (Confirmed by RheTech Customer Service) and does not have any credit hold issue.

Cancellation Policy – Please reference RheTech's Conditions of Sale located on our invoices and quotes.

RheTech, Inc. has Electronic Data Interchange (EDI) capability for receipt of our customer order information (orders/release/build forecasts). Upon customer request, RheTech utilizes the Advanced Shipment Notifications (ASN) capability of this system at the time of material shipment.

METHODS OF SHIPPING

RheTech, Inc. offers the following shipping options for our customers:
➢ Truck – Common carrier or contract carrier
➢ Rail

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PACKAGING

RheTech, Inc. offers our customers the following packaging options:
- Corrugated containers (1500 lb. Maximum - Octagon)
- Sample-size container (approx. 50 lb. Maximum)
- Bulk truck and railcar

All expendable packaging materials (containers & pallets) are recyclable.

RheTech cardboard corrugated containers can be stacked up to maximum height of three (3) containers. All partial containers will be labeled accordingly and shipped on the top row.

RheTech utilizes a 48" x 45" pallet that also meets the export requirements of ISPM 15 as of Jan. 10, 2011. Each pallet has a four-way entry capability with flush cut top and bottom boards. The pallets have a nominal 3 ½" fork clearance on two opposite sides and a nominal 2" clearance on the remaining two sides.

LABELING

All containers have two (2) AIAG Bar-Code Labels. These labels include the following information:
- RheTech job number and container number
- RheTech material part number
- Net weight (lbs.)
- Tare weight (lbs.)
- Date of manufacture

RheTech can customize secondary labels to accommodate customer's specific data including:
- Ship to address
- Customer part number
- Customer purchase order number
- Lot number
- Supplier Code ID

BILL OF LADING/PACKING SLIPS

A Bill of Lading/Packing Slip is submitted with every shipment.

Bill of Lading/ Packing Slips will include the following information:
➢ RheTech name and address
➢ Supplier Code – If requested by the customer
➢ Packing Slip number (Order Number)
➢ Ship To address
➢ Customer purchase order number
➢ Shipped via information
➢ Date shipped
➢ RheTech material part number & description
➢ Customer part number – If provided by the customer
➢ Bill of Lading number
➢ RheTech material Job Number (Lot Number)
➢ Number of containers shipped
➢ NMFC Description and class number of material
➢ Gross, tare and net (material) weight
➢ Quantity shipped
➢ Freight on Board (FOB) – Destination or Shipping point
➢ Ship Via (Collect, prepaid, third party, UPS, Fed Ex, etc…)

NAFTA REGULATORY CONTENT REPORTING

RheTech, Inc. will provide the necessary Certificate of Origin(s) per material on an annualized basis.

CUSTOMS PAPERS

RheTech, Inc. will provide the necessary customs shipping paperwork as required.

GOVERNMENT, SAFETY & ENVIRONMENTAL REGULATIONS

RheTech Inc. complies with current governmental and safety regulations. Material Safety Data Sheets (MSDS) are sent along with all first-time and or sample submissions.

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SECTION IV – QUALITY

CERTIFICATION

RheTech Inc. provides product certifications with every shipment. Certifications can be sent according to customer requests: hardcopy along with shipments, email, or facsimile.

CORRECTIVE ACTION

RheTech, Inc. utilizes the following format for corrective action response for external non-conformances:
➢ Problem description and disposition
➢ Root cause analysis
➢ Short-term response
➢ Long-term response

PPAP

RheTech, Inc. utilizes the AIAG Production Part Approval Process Manual when requested to provide PPAP. RheTech will use the designated Bulk Material Requirements Checklist as required.

LOT TRACEABILITY

RheTech, Inc. ensures lot traceability for all finished product materials.