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Standard Operating Procedure
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AFFECTED SITES:
TITLE: Customer Returns Procedure

Electronic Signatures

Signed by	Meaning of Signature	Server Date (dd-MMM-yyyy HH:mm z)
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Customer Returns Procedure

EMD Performance Materials - Haverhill, US



1. OBJECTIVE

- 1.1. To provide procedural guidance for customer returns to protect employees from hazardous situations. The objective is also to remind *EMD Electronics (EMD EL)* customers of their liability with regulatory agencies when shipping hazardous materials, including 49 CFR U.S. Department of Transportation (DOT).

2. SCOPE

- 2.1. This procedure affects all *EMD Electronics* customers returning containers, to the *EMD Electronics*, Haverhill, Massachusetts USA facility.

3. DEFINITIONS

- 3.1. **Container:** *Stainless-steel container with volume capacities between 0.18 L to 17 L in which our products are stored, packaged, and shipped. Alternate terms are bubbler, cylinder, vessel, or ampoule.*
- 3.2. **EHSS:** *Environment, Health, Safety & Security. Note, in some cases of documentation only EHS for Environment, Health and Safety is used. However, these are interchangeable in their scope under the EHSS Management System.*
- 3.3. **EMD EL:** *EMD Electronics is a business of Merck KGaA, Darmstadt, Germany. References to EMD EL and EMD Electronics in this document is considered the same company. EMD EL Haverhill specific references are applicable to the local Haverhill facility known as EMD Electronics.*
- 3.4. **Empty container:** A container that has been emptied, purged, and cleaned of hazardous contents whether solid, liquid, or vaporous.
- 3.5. **Hazardous contents:** Material determined by the DOT to be hazardous; see Hazardous Materials Table 49 CFR 172.101.
- 3.6. **Residual:** A container that has not been emptied, purged, and cleaned of hazardous contents whether solid, liquid, or vaporous.
- 3.7. **Waste:** A material that cannot be shipped to EMD Performance Materials. Any material labeled as "waste" by EMD Performance Materials customers is to be disposed of by the customer through its own hazardous waste handling system.

4. DISCUSSION

- 4.1. Due to the hazardous nature of EMD *Electronics* products and because containers being returned contain residual EMD *Electronics* product, these returns are to be shipped in accordance with the shipping requirement for the EMD *Electronics* product. DOT trained personnel must determine

the shipping requirements for the material. Waste materials must be handled in accordance with hazardous waste regulations.

- 4.2. **Exception:** Customer provides supporting documentation of its decontamination process to prove returning any containers are empty. Supporting documentation may include but may not be limited to: procedure approved by EMD *Electronics* and written decontamination confirming decontamination.
- 4.3. Consequently, customers who do not follow the requirements of this procedure may put EMD *Electronics* employees and the public at risk of injury. If returns do not meet the acceptable return *conditions* of this procedure the customer may be subject to:
 - 4.3.1. Container being returned at the expense of the customer,
 - 4.3.2. Removal from the approved customer database,
 - 4.3.3. A hazardous condition processing charge of up to \$8000,
 - 4.3.4. Report of a transportation incident to the DOT as required by 49 CFR 171.16
- 4.4. *The Procedure Section below provides General Guidance for Acceptable returns.*



Note: To facilitate the return of EMD *Electronics* containers, when usage is complete, labels and packaging materials should be retained and preserved from the original order shipment.

5. RESPONSIBILITIES

5.1. Customers

- 5.1.1. It is the responsibility of EMD *Electronics* customers who are returning containers to EMD *Electronics* Haverhill, MA facility to follow this procedure and applicable shipping requirements for the returns.
- 5.1.2. Customers must adhere to the requirements of this procedure, and direct questions to customer service.

5.2. Account Managers and Customer Service

- 5.2.1. It is the responsibility of EMD *Electronics* account managers and customer service to communicate and enforce this procedure with customers.
- 5.2.2. It is the responsibility of EMD *Electronics* customer service to assist the customer in understanding and complying with the requirements of this procedure for transporting containers back to EMD *Electronics*.

5.3. Site *Distribution Team*

- 5.3.1. The *Distribution Team* at EMD *Electronics*, Haverhill are responsible for:
 - 5.3.1.1. Determining the acceptable return conditions for customer returns, *as applicable in Sections 7.1 and 7.2.*
 - 5.3.1.2. Notifying Customer Service Team and responding to any questions or providing any information as requested by the Account Managers.

5.4. EHSS Manager

5.4.1. EHSS Manager is responsible for guidance *of DOT regulations* and review of this procedure.

6. SAFETY

This procedure is directly related to the safe transportation and return of hazardous materials to EMD *Electronics, for which customers are ultimately responsible.*

6.1. Physical/Mechanical

6.1.1. N/A

6.2. Electrical

6.2.1. N/A

6.3. Thermal

6.3.1. N/A

6.4. Ergonomic

6.4.1. N/A

6.5. Chemical

6.5.1. N/A

6.6. Other

6.6.1. N/A

7. PROCEDURE

7.1. Acceptable Return Conditions:

7.1.1. *Refer to the following documents to ensure container* returns meets the applicable shipping requirements for packaging and labeling:

7.1.1.1. Site Form: Packing and Closing Instructions (20295283)

7.1.1.2. *Site Form: Closure Instructions for Container Valves and Fittings (20422066)*

7.1.1.2.1. Containers and valves must be tightly closed

7.1.1.3. *Training Presentation: Customer Return Presentation (20587973)*

7.1.2. Provide a completed **Customer Return Container Condition Form (20295000 or electronically printed)** for each shipment.



Important:

1. All returns must meet Acceptable Return *Conditions*.
2. Any returns not meeting these *conditions* may be refused and returned to the sender at the customers cost and may be subject to fines by regulatory agencies and fees.

7.1.3. Returns *must include* documentation on the exterior of the shipment indicating:

7.1.3.1. Shipping name and address

7.1.3.2. Number of containers *being returned*



7.1.3.3. Detailed information of contents within each container

7.1.4. Returns *with* the following EMD *Electronics* chemicals **cannot** be sent to the Haverhill facility:

7.1.4.1. Silicon Tetrachloride CAS# 100226-04-07

7.1.4.2. Arsenic Trichloride CAS# 7784-34-1

7.1.4.3. Titanium Tetrachloride CAS#7550-45-0

7.1.5. *Customer Service can direct on where shipments of these compounds can be returned.*

7.2. *Shipment Refusal*

7.2.1. *Distribution Team may refuse any shipments that:*

7.2.1.1. *Do not meeting acceptable conditions*

7.2.1.2. *Does not meet DOT regulations*

7.2.1.3. *Is non-compliant according to the regulations*

7.2.1.4. *Is damaged*

7.2.1.5. *Is sent to the wrong site.*

8. REFERENCES & ATTACHMENTS

8.1. *EQ SOP: Cylinder Return Procedure (20224586)*

8.2. Site Policy: *Distribution* Customer Container Returns Procedure (20294146)

8.3. Site Form: Customer Return Container Condition Form (20295000)

8.4. Site Form: Packing and Closing Instructions (20295283)

8.5. *Site Form: Closure Instructions for Container Valves and Fittings (20422066)*

8.6. *Training Presentation: Customer Return Presentation (20587973)*

8.7. *Electronic Form: Customer Return Container Condition Form*

8.7.1. <https://www.emdgroup.com/en/expertise/semiconductors/services/container-return/container-return-form.html>

8.8. EMD Group Container Return Location:

8.8.1. <https://www.emdgroup.com/en/expertise/semiconductors/services/container-return.html>

8.9. 40 CFR Part 260: U.S. Environmental Protection Agency, Resource Conservation and Recovery Act

8.10. 49 CFR § 171.16: U.S. Department of Transportation (DOT), Detailed hazardous materials incident reports.

8.11. 29 CFR § 1910.1200: U.S. Department of Labor, Occupational Safety and Health Administration (OSHA), Hazard Communication

8.12. 6 CFR Part 27: US Department of Homeland Security

9. APPROVAL

9.1. Review, approvals and signatures for this document will be generated electronically using the EDMS. Print a « CONTROLLED » copy if a hardcopy with signature verification is required.

10. APPENDIX

10.1. n/a

11. REVISION HISTORY

11.1. The latest effective version content is written in black, standard letters (Verdana, 9 pt.). *Changes to the previous effective version content are written in blue, italic letters.* A complete document history is available in the EDMS. A summary of revision changes is tabulated below.

Revision #	Description of change
4.0	<ul style="list-style-type: none"><i>Updated sections as per current procedure.</i><i>Updated from Shipping/Receiving and/or logistics to Distribution Team.</i><i>Updated Reference from EMD Performance Materials (EMD PM) to EMD Electronics (EMD EL)</i>
3.0	<ul style="list-style-type: none">Replaced all references to SAFC with EMD Performance Materials.Removed word "policy" from the document. Where wording was "policy and procedure", retained the word procedure. When the word policy was alone, replaced it with the word "procedure".Document migrated from eDOC PROC-HVR-OP-034347 to Mango Doc ID: 20295313.