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Guideline
AUTHORING SITE: PM-Haverhill
AFFECTED SITES:
TITLE: Customer Returns Presentation

Electronic Signatures

Signed by	Meaning of Signature	Server Date (dd-MMM-yyyy HH:mm z)
MacDonald Benjamin M290158	Author Signature	23-Apr-2021 16:54 CEST
Muscat Daniel M249807	Management Approval	23-Apr-2021 21:02 CEST
Gilbert Geoffrey M239620	Management Approval	07-May-2021 20:42 CEST
Christopher Seth M292852	Quality Approval	11-May-2021 22:18 CEST

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Customer Container
Return Forms &
Safe Packaging Instructions

- Now Available Online -

Click for more information

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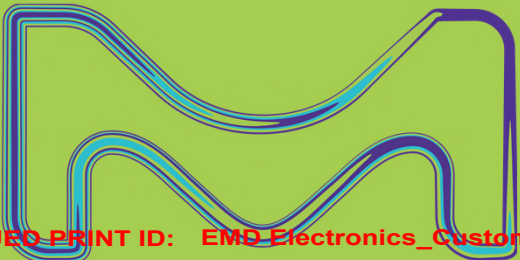
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container returns

Common Improvement Opportunities

EMD Electronics
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Container Returns

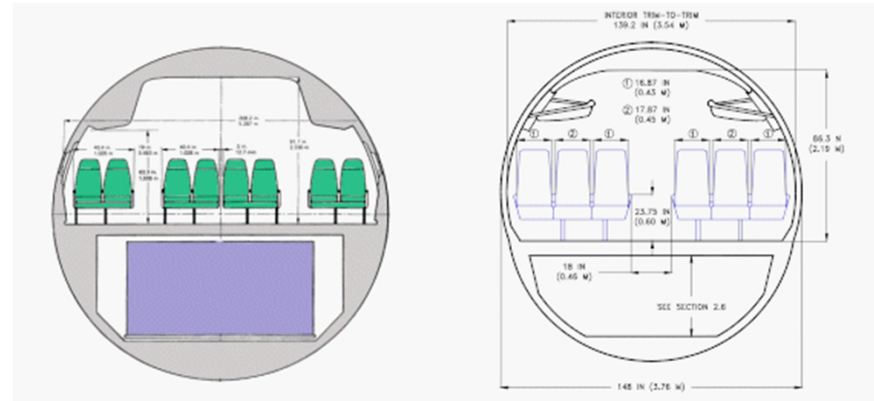
Our commitment and legal requirement is to ensure **safety, security, quality, and compliance** of return shipments of our products.

Proper packaging and shipping helps our employees, contractors, and the public:

- Stay Safe,
- Preserve the Environment &
- Continue Business Continuity



Why is proper container closure and shipment packaging important?



If improperly labeled, some products could be stowed on passenger planes

Our materials are transported by truck, vessel, and aircraft. Improperly packaged or labeled containers could lead to disastrous transportation incidents affecting the safety of anyone involved in their transport.



General Guidance

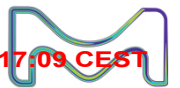
- Follow packaging instructions and container closure requirements. Reference these documents on the Customer Return Website.
- Only employees properly trained in hazardous material transportation can prepare and ship hazardous materials.
- Keep packaging materials which were sent with container for use on return shipment.
- Follow instructions exactly to ensure safe transit.
- Contact Customer Service with questions, needs for new packaging material, or containers of concern: **978-374-5200**.



CONTAINER CLOSURE AND PACKAGING IN- STRUCTIONS FOR SAFE RETURN

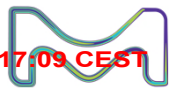
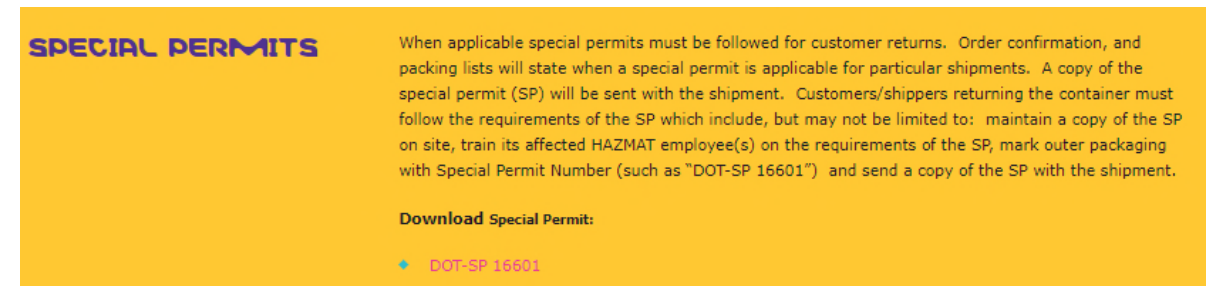
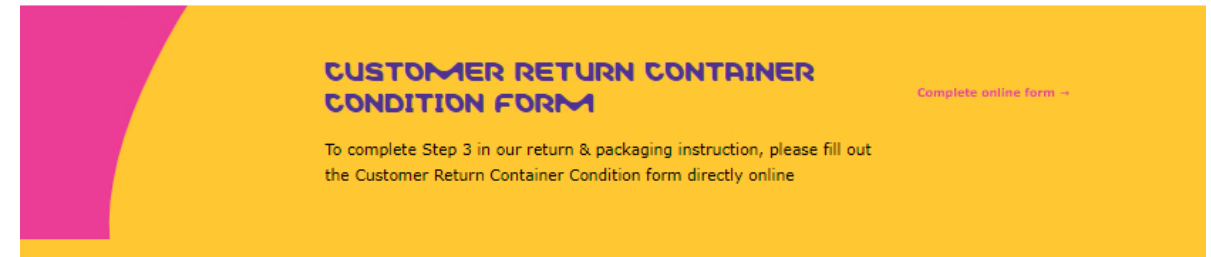
To enable a safe container return to EMD Performance Materials, the container closure and packaging instructions below must be followed:

1. Closure Instructions for Container Valves and Fittings - click [here](#) to open the document
2. Container Return Packaging Instructions - click [here](#) to open the document

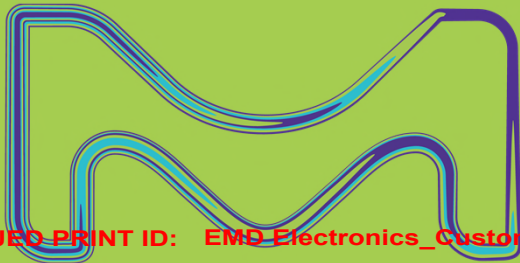


Customer Return Container Condition Form

- Please fill out Customer Return Container Form for every return. Form can be found on Customer Return Website.
- Contact Customer Service with questions on container return concerns: **978-374-5200**.
- Information on products shipped by special permit is provided here.



container returns do's and don'ts



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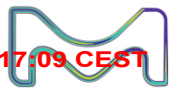
Container Contamination

DO'S

- When on tool, ensure containers are properly set in process baths so liquid never reaches the top of the container, and never comes in contact with ports, valves, caps, or tubing.
- **Not doing this increases risk of potential ingress which could lead to explosion.**
- Clean outside of containers of any material or residue (including ethylene glycol).
- Visually inspect containers to verify no contamination.
- Check all surfaces including inside container thermal wells.

DON'TS

- Do not return containers with residue or contamination.
- Do not submerge container in process baths above cylinder labels



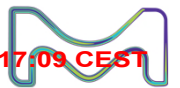
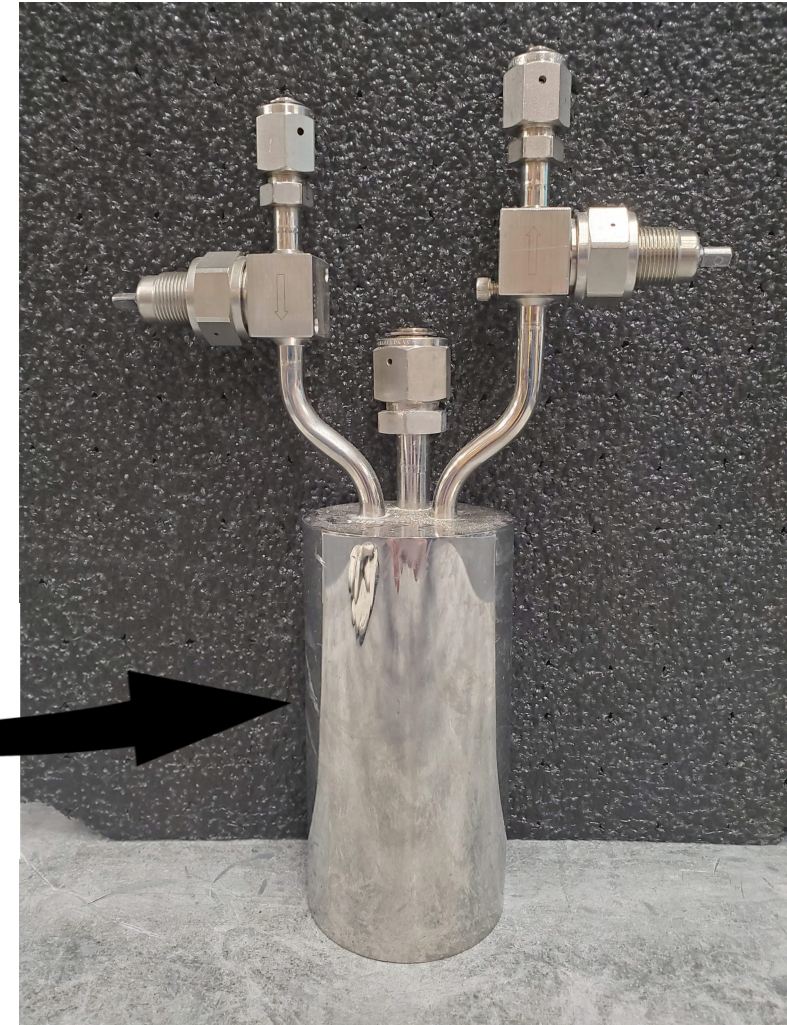
Container GHS Label

DO'S

- Keep Global Harmonization System (GHS) Hazard Communication Label on container when returning.
- If label is damaged, please contact customer service (**978-374-5200**) to have a new label sent to you.

DON'TS

- Do not send back a container with no GHS label as this negatively impacts many aspects, including; health, safety, environment, and emergency response activities.



Damage to Container

DO'S

- Handle containers with care.
- Only handle containers by container body.
- Contact customer service (**978-374-5200**) if a container is damaged: bent stems, damaged valves, galled fittings, etc.

DON'Ts

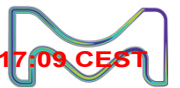
- Do not ship a damaged container without contacting customer service. Customer service will work with Health and Safety to provide instructions for safe return.
- Do not lift containers by the caps, valves, sensors, or stems.



A salvage drum may be required for damaged containers, contact customer service.



UN/NA number and Proper shipping name label must be adjacent to hazard class labels

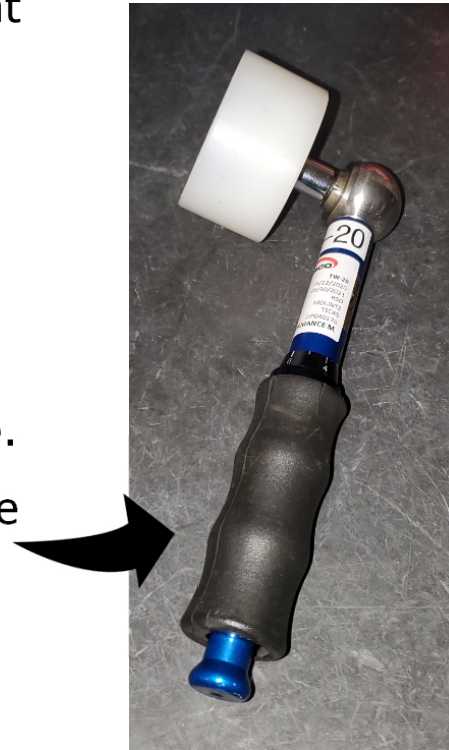


Container Valves

DO'S

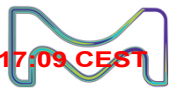
Closure Instructions for Container Valves and Fittings

- Use the guidance document above for valve closure instructions.
- Understand the difference between valves for your container.
- Seek further assistance if unsure about valve closure.
- When applicable use torque wrench for proper manual valve closure.



DON'TS

- Do not leave valves open. Closed valves are required for safe packaging, transport, and receiving. Picture below shows valves indicating closed.



Endcap VCR Fittings

DO'S

- Properly secure endcap fittings with new gasket prior to packaging and shipping.



DON'Ts

- Do not ship a container with damaged (galled) fittings without contacting customer service for guidance.
- Do not ship a container without properly fitted endcaps.



Bag Around Container

DO'S

- Place container in bag prior to placing in pail.
- Add zip tie to top of bag to ensure bag stays closed.



DON'Ts

- Do not package a container without a bag properly secured, with zip tie, around it.



Shipping Pail

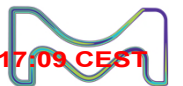
DO'S

- Send shipments in the original pail which the container arrived in. If it is lost or damaged, please contact customer service **(978-374-5200)** for a new return pail.
- Label with GHS, Hazard, and Orientation Labels.
- Inspect pail for damage.
- Properly secure lever lock ring, adding zip tie when fastened correctly.



DON'TS

- Do not send containers in unauthorized packages.
- Do not send pails with incorrect or missing hazard labels.
- Do not send pails with hazard labels in incorrect orientation; primary hazard stickers are placed higher than secondary hazards.
- Do not send a pail with more than one internal container.
- Do not send containers in damaged packages.



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Dunnage: Bubble Wrap and Absorbent Material

DO'S

- Follow packaging instructions.
- Package with nitrogen filled bubble wrap on all internal pail surfaces.
- Package with absorbent sheet wrapped around and folded over container.
- Dunnage must be tightly packaged to prevent movement of container.



Pail in preparation for container packaging

DON'Ts

- Do not package in any manner varying from the packaging instructions.
- Do not use bubble wrap without inert gas filling.
- Do not use alternative absorbent sheets.
- If you need additional dunnage, please contact customer service **(978-374-5200)**.
- Do not package two containers in one package.



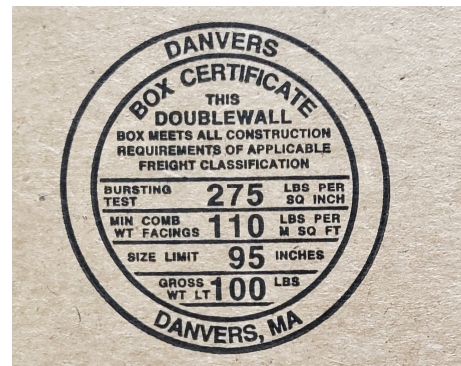
Problems in picture:

- Two containers in one pail
- no absorbent sheets
- improper bubble wrap placement
- a missing bag, and
- an untied bag.

Shipping Box

DO'S

- Ship returns in original box which product was received in, unless damaged.
- If a new box is needed, please contact customer service **(978-374-5200)**.
- Tape properly according to packaging instructions.



DON'TS

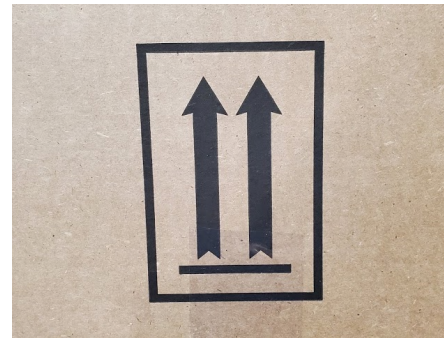
- Do not ship returns in boxes other than the box we supply. Our boxes are tested and rated (4G) to ship our products.



Shipping Box Labels

DO'S

- Label properly with hazard labels, UN Proper Shipping Name Label. Orientation labels come on box we provide.

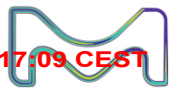


DON'Ts

- Do not forget to place GHS Label, Hazard Label, and UN Label.
- Do not cover or obscure any labels (even with strapping or wrap).
- Do not place Hazard Labels in incorrect positioning.
 - Primary hazard label needs to be above the secondary hazard labels.
 - Labels can not be too close or around edges of box.



Improper box with no proper labels.



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Other Considerations

Dangerous When Wet Material Shipped by Aircraft

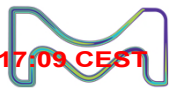
- Prohibited by USDOT/IATA
- Accidents involving dangerous when wet materials on airplanes could be catastrophic.



Incompatible Materials Shipped Together

- Incompatible materials shipped together could cause an unwanted reaction.
- Shipping incompatible materials together is also prohibited by transportation agencies including USDOT, IATA, and IMDG

Check Applicable Regulations



Thank you for your Attention to safe product return

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Customer Container
Return Forms &
Safe Packaging Instructions

- Now Available Online -

[Click for more information](#)



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References

1	Container Returns Website	https://www.emdgroup.com/en/expertise/semiconductors/services/container-return.html
2	Container Return Packaging Instructions	Access via Container Returns Website
3	Closure Instructions for Container Valves and Fittings	Access via Container Returns Website
4	Customer Return Container Condition Form	Access via Container Returns Website
5	Customer Returns Procedure	Access via Container Returns Website

Change History

REVISION NUMBER	DESCRIPTION OF CHANGE
1	<ul style="list-style-type: none">Initial Document

