



SpillTech
Smart Spill Solutions™

**Distributor
Handbook**



Distributor Handbook

As a SpillTech Distributor, your knowledge of SpillTech® products and procedures is vital to your success. This Handbook provides you with the information necessary to sell SpillTech products every step of the way — from our guarantee to our shipping policies; it's all here in one easy-to-use reference.

If you have questions that are not answered by this Handbook, please call us at 1-800-228-3877, e-mail sales@spilltech.com or join our live chat at www.spilltech.com.

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Who We Are

SpillTech provides high-quality absorbents and spill control products through a network of traditional and online distributor partners. The SpillTech distributor serves customers in manufacturing, automotive, transportation and other industries that share a common goal — controlling liquids.

We build strong partner relationships based on our ability to satisfy in three business-critical areas: product consistency, order accuracy and staff responsiveness. These key elements are supported by an expansive nationwide distribution and logistics network that's second to none. Multiple warehouses across the country deliver SpillTech product where it needs to be, when it needs to be there.

Ultimately, the SpillTech brand delivers value. To the distributors who rely on our people, and to the end users who rely on our products.

Sales and Marketing Support

SpillTech is dedicated to expanding sales through distribution. We maintain an organization of marketing and technical representatives qualified to assist with training, sales support and advertising programs.

Printed Materials

SpillTech will provide reasonable quantities of printed materials, such as Product Catalogs or Regulations Brochures, free of charge to Distributors. Orders for printed literature should be placed with regular stock orders so they can be shipped together.

Product Photos & Loadable Product Specs (Onboarding)

We have an easy process for customers looking to load SpillTech products to their website. We can send you a flash drive or DropBox link containing all catalog images and the official SpillTech logos in high (300 dpi) and low (72 dpi) resolution .jpg, for use in both print and web applications. We can also include a Microsoft Excel file with any exportable Product Spec information we have available.

These flash drives are not for distribution and are only to be used for promotional/advertising artwork. Please contact SpillTech Customer Service at 1-800-228-3877 and ask for a short release form (often called a "DARF") which also details our approval policies. With each new Catalog, SpillTech issues a new drive. If you have signed the release form before, you may be asked to sign again for an updated version. This is simply to make sure we cover any new images that may have been added since you last signed the release form.

Lifting images from our website is strictly prohibited and enforced.

Samples

SpillTech will provide reasonable quantities of product samples free of charge to Distributors. Samples are typically pieces or portions of full product (i.e. 1 pad or a 10ft piece of roll), however full bale/roll/pieces are available at full price. Please contact your SpillTech Customer Service Representative at 1-800-228-3877 for more information.

Product / Training Assistance

Our SpillTech Sales Team has many years of experience in the sorbent industry and is available to train Distributors and their sales forces on all aspects of sorbent products and applications. Please contact your SpillTech Account Manager to schedule an informational workshop. Follow this link to [Find Your Sales Rep](#).

Website

Registration

We strongly encourage you to register for our website at www.spilltech.com. Registered Distributors will have access to areas that other users do not have. This includes: personalized pricing - downloadable in .xls or .csv, Sales Report Cards, Bulletin Board Announcements, Product and Pricing Changes alerts, Sales and Marketing Support Literature, Online Ordering, Order History (going back up to 3 years!) and much more. Registration is free and only takes a moment. Follow [this link](#) for your registration form. Registration will “opt you in” to receive product and pricing announcements from SpillTech.

We encourage you to have a separate log in for each member of your staff. There is no limit to how many staff members can be registered. We find that allows for greater security if someone were to leave your organization, etc.

Please understand that anyone registering with your company will have access to your price lists and history. If this is something you would like to restrict, please call Robin Thornett at 800-228-3877 or e-mail robint@spilltech.com to add restrictions as to who is allowed to be registered under your account.

Username and Passwords

Username and passwords are case-sensitive. The only requirement we have is that they are at least 6 characters long.

3 attempts with an incorrect password will “lock” your access. This is a safety measure. We encourage you to use the “Forgot Your Password” link before this becomes an issue. If you have been locked out, please contact Robin Thornett at 800-228-3877 or robint@spilltech.com to be unlocked.

If you are not sure what your password is, you can use your username to start the “Forgot Your Password” process. By this process, the system will reassign you a password and e-mail it to you. (The e-mail can take up to 20 minutes to come through depending on your e-mail provider.) The password will be a jumble of letters and numbers. The first time you use that jumble as your password, the system will immediately take you to a page where you can reset the jumble to a password you are more likely to remember. (*Note: Be sure to use the jumble in the space marked “old password” on that page.)

If you have any questions or problems with the website, please call Robin Thornett at 800-228-3877 or e-mail robint@spilltech.com

Profile Information and E-mails

Bulletin Board Messages, Product and Pricing updates, Web Order Confirmations and Web Shipping Confirmations are, by default, sent to the e-mail address in your web profile. So, it is very important that this information is accurate. While we are able to make changes to your contact information for our internal ordering and billing systems, the website is completely independent of that system. Also, for security reasons, we do not have the ability to access your profile information online. Therefore, if you have a change in e-mail address, physical address, ship to or bill to address, please remember that you will need to make those updates to your profile yourself at www.spilltech.com. After signing in, just click on “My Account” in the upper right-hand corner. There, you can find places to make all the edits you need.

Distributor Pricing

- Distributor Price Lists are available by registering on our website at www.spilltech.com
- Prices listed on this are **distributor net cost**.
- Any product or pricing changes will be announced via our Bulletin Board, which e-mails to all registered users of the website and posts to an area of the website (Distributor Tools/Bulletin Board)
- SpillTech will strive to give 30 days’ notice of any price changes.

Credit Policy

- Payment Terms and credit line are subject to SpillTech's discretion. Please call 251-694-0102 if you have questions or credit issues.
- SpillTech can process payments by check, Visa, MasterCard or American Express. If using a credit card, you must submit that card at the time of order.
- While it can be different from card to card, most cards will put the order amount on a "pending" or "hold" at the time of order entry. They will then officially post the charge to your account when your order ships.
- If your account is set up with terms, you cannot use a credit card once the order has invoiced.

Inventory, Orders and Shipping

Placing an Order, Processing and Invoicing

SpillTech offers you several ways to place an order with us. We do require a *written* purchase order, so please use whatever method is easiest for you. You can order by fax at 800-872-3764, by e-mail to sales@spilltech.com, via our website at www.spilltech.com, or via online live chat at www.spilltech.com. An order confirmation will be sent to you via e-mail (if we have your e-mail on file) or fax once your order has been processed.

Once your order is processed, you can follow the progress of by logging in to your account at www.spilltech.com, clicking on "My Account" then "Account History"

If you are set up with terms, you will be invoiced for your shipment on the day your order ships. By default, this invoice will be sent via US Post. However, there are a few alternatives to post: If you are registered for our website, you can e-mail yourself any invoice that has not been paid yet. Just sign in, click on "My Account", then "Order History".

Next to each order that has shipped but not been paid, you will see an envelope icon. Click there and the invoice will be promptly delivered to your inbox.

Or, if you prefer a more direct method, you can receive invoices and credit card receipts automatically via email. If you are interested in this program, please send an e-mail to sales@spilltech.com with the contact name and e-mail address to get set up to receive the e-mails. We can set up multiple people within your organization to receive these e-mails. At the end of a day of shipping, you will receive 1 e-mail with all the invoices or credit card receipts processed that day attached in .pdf format. (Please note once signed up for email, you will no longer receive mailed invoices. We cannot offer both methods.)

Stocked Policy / Delivery

Unless noted otherwise, all items in the most recent SpillTech catalog are stocked in Mobile, Alabama. Certain SpillTech® products are also available from SpillTech's other four warehouse facilities (see [FOB Points](#) for location and zip codes). SpillTech will always ship from the closest warehouse that stocks the products you have ordered. Because of the different items in each warehouse, any questions about where an item might ship from can be directed to our Customer Service team at 1-800-228-3877 or sales@spilltech.com any time prior to ordering. If shipments must go from farther warehouses due to non-stock items, the Distributor is responsible for freight, unless otherwise specified.

Drop Ship / Blind Ship Delivery

SpillTech does not charge an extra fee to drop ship orders directly to your customers. There are no minimum order requirements for stock items (see for Custom and MTO products section for exceptions). Also, upon request, we will blind ship orders, meaning that all paperwork will appear as if the shipment came from the Distributor.

Distributor's PO must clearly state if you wish blind shipments to be made. Both drop and blind shipments will only be made in the continental US. Please note that some carriers will charge an additional fee for this service which will be the responsibility of the Distributor. Freight and any additional charges will be prepaid by SpillTech and added to the invoice unless otherwise noted.

Truckload Split Shipments

Split shipments are only available on full truckload orders. Distributors must notify their SpillTech Customer Service Representative at the time of order to make arrangements. Any additional fees incurred by splitting a truckload shipment will be the responsibility of the Distributor and will be invoiced accordingly. SpillTech will strive to alert Distributors of these costs prior to shipment.

Emergency Shipments (after hours / weekends)

For emergency service from SpillTech, please call our Emergency Spill Hotline at 1-770-929-6609. This Hotline is available 24 hours a day, 7 days a week, 365 days per year. In the case of a spill emergency after hours or on weekends, there are some rules to be observed:

- We are only able to open the Hastings, PA; Mobile, AL or Houston, TX locations for afterhours/weekend shipments.
- Full truckload shipments will only be available out of our Mobile, AL location.
- All emergency shipments must be ordered in full pallet quantities.
- No private labeling will be available.
- No freight deals will be observed for afterhours/weekend shipments.
- Any additional charges that carriers may pass on for afterhours, hotshot, overnight, etc services will be charged to the Distributor.

Custom / MTO Items

SpillTech is happy to provide custom products for your market. Minimum quantities will be required. Just call your Sales Representative or the Customer Service Team and let us know what you need.

Any items bought from an outside supplier will be subject to that supplier's minimum requirements.

Distributors are responsible for freight on any custom items shipped from outside vendors.

Depending on the complexity of the custom work, a quote could take anywhere from 2 to 5 business days to complete.

Custom and MTO items are subject to a product quantity variance of +/- 10%, which must be accepted by the Distributor. Purchase Orders will serve as agreement and SpillTech will strive to inform you of the variance amount prior to shipping.

Custom and MTO items supplied by SpillTech will ship within 10 business days from the date of order.

Custom and MTO items cannot be returned unless there is a product defect. Please see return details discussed below.

Drop Ship Items from our Vendors

SpillTech carries several items that drop ship directly from our suppliers; therefore, longer lead times may apply. Please speak with your SpillTech Customer Service Representative to confirm specific lead times. Unless otherwise specified, the Distributor is responsible for additional fees imposed on SpillTech by the supplier. This could include, but is not limited to, freight charges and taxes. These fees will be prepaid by SpillTech and added to the invoice.

Our Products

Product Guarantee

We warrant that these products are free from defects in workmanship and materials upon delivery. We do not warrant against possible damage in shipping.

Quality Control Measures

SpillTech uses several quality control measures in the manufacturing process to ensure that only high-quality products are used to fill each and every order. Basic product inspections are performed on a continuous basis for each production run, including: product dimensions, bonding pattern and sealing, perforations, packaging weight, profile and absorbency.

Proper Storage

- For standard polypropylene products: store in a cool, dry place, out of direct sunlight. Storage temperature should be below 120°F (49°C).
- For polyurethane items: Do not store or use in temperatures exceeding 120°F (49°C) Due to the nature of softer urethane, the physical properties of these products may change over time with exposure to certain environmental conditions like temperature, humidity, and UV radiation. Typical life expectancy is 5 years. Please inspect the stored product regularly to ensure it is in a usable state. For more details and for chemical compatibility, please call Customer Service at 800.228.3877 or use our live chat feature at www.spilltech.com. These products are for temporary use only. Pick up after each use, clean, then store properly. Do not leave down for extended periods of time or drive over with vehicles.
- For all other items: Please contact SpillTech Customer Service at 1-800-228-3877 for storage instructions on any item not listed here.

Shelf Life Policy

Shelf life is based on the date of shipment from SpillTech. For best results, polypropylene products should be stored in a covered warehouse, away from direct sunlight. Normal shelf life for standard polypropylene products is one year but may vary with certain products. No refunds will be allowed on products beyond their accepted shelf life. Each Distributor is responsible for fulfilling a customer's request for certification of shelf life.

Testing Procedures

SpillTech rigorously tests all our products to ensure that our Distributors are selling the best products we have to offer. Our basic method for sorbency testing is a slight modification of ASTM Method F726-99. We believe that our methods are more indicative of the manner in which our products are used, because we mimic the types and viscosity of liquids, material sizes and conditions that our customers regularly encounter.

SDS Information / PDS / Chemical Compatibility Lists / Kit Contents Lists

Safety Data Sheet (SDS), Product Data Sheet (PDS), Chemical Compatibility Lists and Kit Content information is available on our website at www.spilltech.com on most stocked and/or catalog-listed items. See the "Technical Resources" tab of any product page for this information. Kit Contents Lists are available on the PDS or via the "Contents List & Spill Kit Instructions" link under the specs on the Product Page.

Disposal Statement

Fluids absorbed by SpillTech® products will not be rendered less hazardous, less toxic or less flammable by their absorption. Once absorbed, these fluids will remain in their original state. Therefore handling, storage and disposal of SpillTech materials must be done so in compliance with local, state and federal regulations *for the absorbed fluids*. Because of variations in fluids' hazard levels as well as differences in laws, SpillTech does not recommend any specific disposal method. In the event that products are beyond the recommended shelf life and deemed to be in an unsellable condition, the Distributor must dispose of the product pursuant to applicable local, state and federal standards. [Chemical Compatibility List](#)

Discontinued Items

SpillTech occasionally has to discontinue some items due to lack of inventory, loss of supplier, change in specs, etc. SpillTech strives to give you at least 30 days' notice of these changes. Notices will be sent in the form of a mass-style email blast, sent to all registered users of our website (register here). Once an item is discontinued, we can no longer accept returns of those items. We will allow a 30-day grace period from date of notice to return any unused items. Distributors will be responsible for incoming/outbound freight on these returns and there is a 10% restocking fee for private labeled items.

Living Rules of Packaging

This set of rules helps our plant crews and suppliers understand SpillTech's packaging requirements. By following the same set of standards, packaging will be consistent and of high quality:

- Each label's information is correct
- Each label is straight
- Each package has only one label
- Labels face out when packages are stacked on pallet
- Fully-loaded pallets are straight, not tilted
- Each package that ships is not damaged in any way
- Each package that ships is clean
- Each pallet has the correct number of units
- Product does not ship on broken pallets
- Each bagged product is tightly closed; no bagged product is closed with excess air (no balloon bags)

Freight Policy

Freight Quotes

SpillTech is happy to quote you a freight estimate prior to any shipment from our selection of carriers. Any freight quotes are valid for 10 business days (unless otherwise noted).

Please understand that quotes are just estimates and are subject to change upon actual shipping. Rates quoted do not include COD, Customs or Duties Fees and/or additionally insured shipment charges. Other charges, i.e. accessorial charges, may be applied to order if service is not requested at time of quote. Any freight appearing on the order entry confirmation cannot be assumed to be final.

You will always be given a quote number to reference on your PO. The quote number must be indicated on your purchase order at time of order. If this information is not indicated on your PO the quote may not be honored.

Truckload Shipments

SpillTech guarantees that shipments of 15 pallets or more will leave our Mobile, AL warehouse within 10 business days after receiving a purchase order. Unless a preference is noted on your purchase order, SpillTech will choose which items to toload.

UPS Shipments

All orders shipping via UPS will go out of our warehouse within 2 business days from the time we process your purchase order. All shipments will be prepaid by SpillTech and added to the invoice unless otherwise noted. Please note your purchase order with the account number for UPS Collect.

Overnight/Next Day shipments require a sign off on the elevated charges. Once we get an estimate, SpillTech Customer Service will fax a form to the Distributor to be signed and sent back. Shipments will not be sent via UPS Red without this permission. SpillTech is not responsible for delays due to carrier issues.

A note about Fed Ex Package/Small Parcel Service: We do not have a regular Fed Ex pick up. Therefore, Fed Ex will charge SpillTech \$3 *per piece* to pick up your items, even if you use your Fed Ex Collect Account. Fed Ex will not charge this to your collect account. Therefore, we must pass this along to the Distributor when Fed Ex Package Collect is requested on the invoice. This is only applies to Small Parcel/Package Service. This does not apply to Fed Ex Freight/LTL/TL.

LTL Shipments (Less Than Truckload)

All LTL orders (15 pallets or less) will go out of SpillTech's warehouse within 2 business days from the time we process your purchase order. All shipments will be prepaid by SpillTech and added to your invoice unless freight collect or third party billing is requested. If you would prefer that we ship using a carrier of your choice, SpillTech will make every effort to make arrangements. However, using a carrier of your choice means SpillTech can't guarantee 2 business day shipping. Overnight/Next Day shipments require a sign off on the elevated charges. Once we get an estimate, SpillTech Customer Service will fax a form to the Distributor to be signed and sent back. SpillTech is not responsible for delays due to carrier issues.

Accessorial Charges

Any additional accessorial charges invoiced by a carrier will be the responsibility of the Distributor regardless of freight deals. By signing and dating the delivery ticket, the receiver is accepting charges for any accessorial charges assessed. These charges could include, but are not limited to: Blind Shipping, Liftgate Service, Delivery Appointments, Residential Delivery, Limited-Access Areas (including constructions sites, mines and government buildings), Military/Secured Location Delivery or Remote Locations.

If accessorial charges are billed after the freight has been delivered, these charges will be billed back to the distributor. If charges are refused, SpillTech will no longer prepay and add freight charges for any future shipments. All shipments will have to be charged on the distributor's freight account.

FOB Points

The following are FOB points and their ZIP Codes for estimating your own freight.

- Mobile, Alabama 36615
- Hastings, Pennsylvania 16646
- Houston, Texas 77028
- Puyallup (Seattle), WA 98371
- Point Edward, ON Canada N7V 1X4

Canadian Warehouse Orders

A 5% Service Fee will be added to all orders shipping from our Point Edward, ON location.

Claims for Loss, Damage or Shortage by Freight Carriers

If a carrier delivers a short shipment or damaged material from SpillTech to a Distributor, all claims must be made against the carrier. Title passes from the manufacturer to the Distributor when the Distributor signs and accepts the Bill of Lading.

If SpillTech prepaid and added the freight to your invoice, we will contact the carrier to file the claim. However, the Delivery Receipt MUST have been signed by the Distributor as "short" or "damaged". If the Receipt does not indicate a problem in shipment, there is little or nothing we can do to help.

If the shipment went Collect freight, it is up to the Distributor to file the claim. We will help in any way we can, but ultimately, the responsibility falls to the Distributor as the billed party.

For UPS prepaid shipments, SpillTech will handle the claim. For UPS Collect shipments, SpillTech can only file a claim for the product itself. Claims for reimbursement of shipping charges must be filed by the collect account holder (per UPS policy).

Generally, SpillTech's policy is to send a replacement item if needed right away. This ships at full price charged to your account. Upon closing of the freight claim, we will credit your account for the amount in question.

Additional Notes for Damage

For UPS Damage claims, you must hold on to the damaged product until UPS releases the claim as they may choose to inspect the damage.

Additional Notes for Short Shipments

It is the responsibility of the receiver to break down and count all deliveries. You must sign your Delivery Receipt with the shortage. You have up to 3 business days to claim a short shipment.

Additional Notes for Lost Shipments

The best process we have found for those times when some of your shipment, but not all of your shipment shows up is to 1) wait 24 hours. Often UPS will catch it overnight and deliver it the next day. 2) Call us! at 800.228.3877 or use our Live Chat feature at www.spilltech.com to let us know. 3) We'll get a replacement on the way to you and UPS will start an investigation. 4) We will enter an order for the replacement but will need to wait for UPS to complete their investigation before we can issue a credit. 5) If UPS finds the package, we encourage all parties to have them return it to sender, which will also trigger a credit. This same process holds similarly for all other carriers.

Additional Notes on Refusing Shipments/Return to Sender

If a shipment is refused or returned to sender through no fault of SpillTech, the Distributor will be charged freight both ways.

Credits and Returns

If there is ever an issue with orders from SpillTech, the sooner we know, the sooner we can come up with a solution!

We do require all returns to have an RMA number (Just call Customer Service at 800.228.3877 or email sales@spilltech.com with the details to receive an RMA number). Any product arriving at our warehouse without an RMA will be charged an automatic 10% restocking fee.

All products must be returned to the warehouse they were shipped from. If you need help with a return address, please let us know. (If product is returned to the wrong location, shipping charges may be assessed to get it to the correct location, so please don't hesitate to double check with us before you send it out!!)

Product must be returned to the warehouse within 30 days of issuing an RMA number.

SpillTech's policy on product returns assumes the product has been maintained in an area that is within our Proper Storage policy.

Custom and Made-To-Order items cannot be returned unless defective.

Credit will only be issued for price paid.

Invoice Errors

SpillTech must be notified of any discrepancies within 30 days of the invoice date. No credit will be issued for any item after 12 months from the date of the original invoice.

Order Placement Errors

Distributors may return standard absorbent products that were ordered in error, but are still responsible for freight in and out.

SpillTech does not charge a restocking fee for returned standard stocked products. However, a 10% restocking fee will be assessed for any returned private label items.

Items that are drop shipped from vendors are subject to that vendor's return policies and restocking fees.

Product Defects

Contact SpillTech Customer Service at 1-800-228-3877 with any product issues as soon as possible. The Distributor must provide a sample or a clear picture of the defective product for our inspection, and the tracking numbers found on the product label. If it is determined that the product is faulty in workmanship, material or any other manner, we will make every effort to correct the situation to your satisfaction.

Important Contact Information

Note that most Frequently Asked Questions can be answered at our website at www.spilltech.com

- For SpillTech Customer Service, call 1-800-228-3877
- E-mail your Purchase Order, Freight Quote Request or Questions to: sales@spilltech.com
- Fax your purchase order to 1-800-872-3764
- For Emergency Spill Service afterhours or on weekends, call 770-929-6609
- For credit issues or Accounts Receivable, call 251-694-0102
- Live Chat available at www.spilltech.com, M-F 9am-5pm