SCHÜTZ TICKET SERVICE

RETURN PROGRAM OVERVIEW

GENERAL

Put simply, shippers should ask themselves, “Would I want to receive my product in totes, in the condition that I am returning these totes?”

- **Only tubular steel cage IBCs** (totes) in good reusable condition and free from any damage are allowed to be returned into the program. IBCs with wire mesh cages will not be accepted.

Tubular Steel

Wire Mesh

- The **units must be drip dry**, i.e. no discharge when valve is fully opened.
- Schuetz will not receive off-spec units with excessive residue, oxidation or damage as these units irresponsibly increase costs and reduce the value of our program.
- A **minimum of 8 totes** will be picked up within 5 business days following entry of the Schuetz Ticket pick-up request by the return logistics department.
- A bill of lading will be prepared and faxed to the emptier within 3-4 days. This bill of lading can only be used once and will have a defined validity period. The shipper must sign and present this bill of lading to the carrier. Pick-ups will not be made without this bill of lading.

RESIDUE

- IBCs that last contained hazardous products must meet **RCRA requirements for empty**.
- The units must comply with EPA regulations (40 CFR §261.7). No more than 0.3% by weight of the total capacity of the container is allowed to be considered empty (0.8 gals for 275 gal IBC and 1.0 gal for 330 gal IBC).
- Schuetz totes are designed to empty through the valve, retaining less than 500 ml of product when level. IBCs containing any hazardous product residue will be disposed.

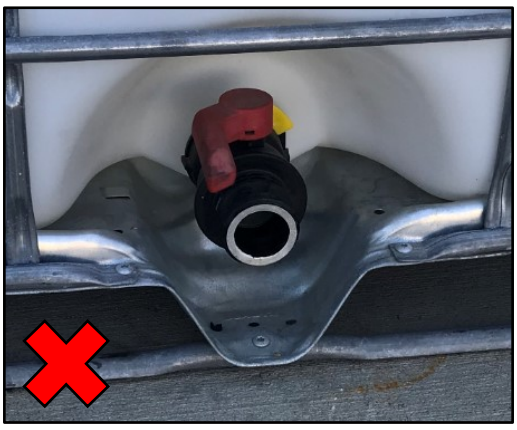
- **<u>IBCs containing hazardous product residue in excess of EPA regulations will be returned immediately to the shipper at their expense.</u>**
- There must not be any residue contamination on the outside of the unit.
- Our recycling facilities are not considered waste generating. Their permits do not allow for the generating of waste streams beyond that which would be normal for the cleaning of emptied IBCs. Also, in keeping with the “Responsible Care” and “Product Stewardship” Programs, we want to limit the amount of waste product in our system and the environment.
- IBCs which last contained non regulated viscous products which adhere to the sides of the inner bottle and cannot be totally drained will be accepted with more than one inch of product. This could be up to 5 gallons. **However, this should be the exception and not the norm. There will be a charge for residue in excess of 5 gallons.**

To be acceptable, the totes must be returned in full compliance with all DOT, TDG, and EPA regulations, including the following:

- Totes must be a minimum “drip-dry” empty (no more than 1 gallon of product in bottom of tote; no liquid comes out when the valve is open)
- Product labels/placards must be on tote
- All closures must be in place
- Valves must be closed

<u>Example pictures:</u>

Correctly emptied tote



Valve left open upon delivery

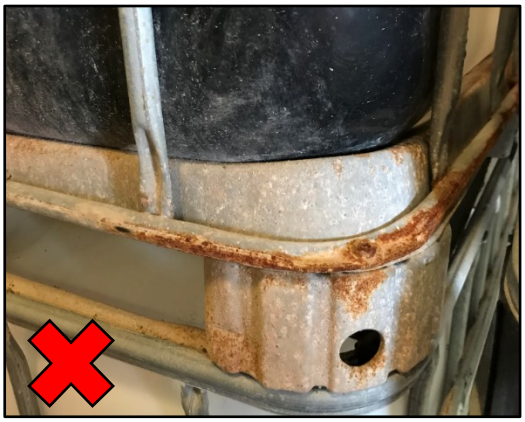
PHYSICAL CONDITION

IBCs must be free from any damage that would render them unusable. IBCs cannot have any corrosion, oxidation, rust, bent or damaged cages or pallets. The corner feet of the pallet must not be damaged, twisted or missing. Label plates must be in place and labels legible. Units must be free of any and all strong offensive/pungent odors. IBCs which contained these types of products – such as Mercaptan products – must be triple rinsed/neutralized for pick-up Bottles must not have any holes and all valves and closures must be operable, in place, and closed securely to meet DOT requirements for transport (49 CFR §173.29). The shipper will be charged for totes which do not meet these conditions.

Example Pictures:

Returned IBC in excellent condition

Corner foot is in good condition



Corner foot is rusted

IBC is soiled with dirt

Entire frame of IBC is rusted

IBC has product residue on outside

Frame is damaged

Frame is damaged

Corner foot is damaged

CARCINOGENS / MUTAGENS

SCHÜTZ reserves the right to refuse to take back used IBCs that constitute a potential health hazard. Filling products that cause cancer and/or belong to the class R45/49 (for US purposes: Mutagenic Cat. 1, Carcinogenic Cat. 1) will not be collected.

- IBCs which contained these types of products – must be triple rinsed / neutralized for pick-up. Once container has been triple rinsed and drip dry please remove all labels from container.
- Please apply a sticker noting “triple rinsed” on the tote or drum.
- This container is no longer considered to have hazardous material and must not have labels or placards prior to shipping other than the “triple rinsed” sticker.

SHIPPING INSTRUCTIONS

A minimum of 8 totes will be picked up within 5 business days following entry of the Schütz Ticket pick-up request by the return logistics department.

- A bill of lading will be prepared and faxed to the emptier within 3-4 days.
- The bill of lading can only be used once and will have a defined validity period.
- The shipper must sign and present the bill of lading to the carrier.
- Pick-ups will not be made without this bill of lading.

As per DOT guidelines, it is the responsibility of the shipper to ensure the Schütz Ticket Service IBC Return Form is filled out completely and accurately.

- Shippers are required by the DOT to offer the appropriate placards to the carrier for hazardous shipments. Four UN placards are required for each UN product being shipped. (49 CFR §172.506)

Pick-ups will be made during normal business hours (7:00 AM to 7:00 PM Mon- Fri) with regular van trucks.

- Industry standard is that LTL shipments are usually made in the afternoon.
- Morning pick-ups cannot be guaranteed.
- Loading and dock facilities are to be available when the carrier arrives.
- Totes must be loaded for transportation **nozzle to nozzle** and valves must be closed and operable. Totes must be double stacked to utilize the truck efficiently.
- Our program does not provide special equipment such as lift gates, flatbeds or driver assisted loading. However, these can be provided at the shipper’s expense. **Please note that special handling and/or equipment requests may be accompanied by a delay in the pickup beyond the normal 5 day period described in the program.**
- Special accommodations may be made for return quantities of 60 units.

CONDITIONS

Pick-ups are only made within the continental USA and continental Canada.

- No pick-ups will be made within the Northwest Territories, Yukon or Labrador.
- Please reference the Schütz Ticket Service Program for Canada for additional details.

If placards are not available at the time of pick-up, the shipper will be charged for a truck order not used (TONU). IBCs containing excessive residue (more than one gallon) will be charged back to the shipper at $10.00 per gallon. There will be a $50.00 destruction charge for any IBC received damaged or unserviceable because of rust, corrosion, bowing or bent and broken cages or pallets.

These charges must be paid within two weeks of the shipment date. Shippers will be notified by our cleaning facilities of these off-spec conditions at the time of receipt. Representative pictures will be taken of the off- spec units and sent to the shipper upon request. Shippers that fail to pay the above charges will be disqualified from our “Free Pick-Up Program.”

We believe that the Schütz Ticket Service Return Program is the most environmentally responsible and in full compliance with Responsible Care Initiatives and Product Stewardship Programs. IBCs are returned only to those facilities that fully comply with all Federal, State and Local environmental requirements. Disposal of any waste is handled in accordance with all regulations and with the appropriate waste handling companies.

Even though we offer a “Free Return Program”, it is by no means free. As the costs of transportation, cleaning and residual disposal continue to escalate, your assistance is vital to the success of the “Free Program” and all that share in it. Thank you in advance.

Diane Kane

Schütz Reconditioning Services Manager – USA & Canada
SCHÜTZ Container Systems, Inc.