

Frozen Policy

Product Shipped from RICCA CHEMICAL COMPANY:

RICCA CHEMICAL COMPANY is not responsible for the freezing of and/or subsequent damage to merchandise during cold weather. Customers are requested to consider local temperatures during cold weather before placing an order or requesting shipment. This policy is published in the front of the current catalog under the section titled BREAKAGE AND SHORTAGE. This policy statement is also included in the confidential dealer policy, which is supplied to all of our distributors. We can reship product if the customer desires, but we can not guarantee the product will not freeze again and RICCA CHEMICAL COMPANY will not replace frozen product at no charge. It is fairly common for product to be left overnight in unheated trucks or vans, unless express "next day delivery" service is requested.

Product Shipped from a Distributor:

Contact the your distributor for RICCA CHEMICAL COMPANY products to determine their policy on replacing frozen product containers and what procedures they recommend to minimize receiving frozen products from their inventories.

Handling Received Frozen Product:

In general before opening and removing any product from a frozen container, you should gently warm the product back to room temperature until completely thawed. Invert the container gently several times to remix any potential separated and stratified layers in the container. Warming the frozen product bottles in a warm water bath to above room temperature and more vigorous agitation or mixing may be required to redissolve any crystallized material. If after doing the preceding thawing, redissolving, and mixing procedures, the product is cloudy, precipitated, or crystallized, this is an indication that freezing has permanently harmed the product and it may need to be properly discarded and replaced. If handled and evaluated properly, many but not all products are suitable for use after freezing as long as the container does not break or otherwise leak. If in doubt, call RICCA CHEMICAL COMPANY Technical Service and we will advise you if the product is suitable for use after freezing.

Preventive Action Measures to Prevent Receipt of Frozen Product:

There are a limited number of methods that can be used to minimize receipt of frozen product shipped directly to your location from RICCA CHEMICAL COMPANY.

- (1.) For products with good stability and therefore, longer expiration dates, the best option is for customers and distributors to stock up on required liquid testing solutions before the local temperatures get too cold in late Fall or early Winter for Winter month requirements.
- (2.) The following will reduce the potential of receiving frozen product:
 - i. For a large quantity of products to be shipped, a few motor freight companies can "protect from freezing" by using special handling instructions and scheduling. However, they will often hold shipments in a local terminal, sometimes for up to 2 to 4 weeks, until the route and destination weather conditions improve in unusually cold weather.
 - ii. For small shipments, request "next day delivery" air shipment where possible to minimize the time the product spends in transit. This normally will avoid product being left in an unheated truck. Many hazardous products cannot be shipped by air. If they can be shipped by air, they may have hazardous handling fees charged by the carrier in addition to the usual shipping charges. Many hazardous products also require special hazardous product shipping containers and in these situations, container fees will also be added to the shipping costs for each individual container sent by air shipment. 1 Liter Bottles are the largest size product containers that can be shipped by air if the hazardous product requires special shipping containers. Non-hazardous products do not have these extra charges or size restrictions for air shipments. "Federal Express" and "UPS" will not guarantee product will not freeze even on "next day delivery" and will not accept responsibility for frozen product.