



Welcome to ITD. We have been manufacturing industrial detergents and other chemical products since 1994, and have developed a line of 250+ stock products which are all available for your distribution. We offer these products in various concentrations, including liquids in ready to use (RTU), concentrated (conc), and super concentrated (sc) forms, in various packaging configurations, including totes, drums, drum kits, pails, gallon cases and quart cases. Our goal is to be flexible for your needs and to minimize freight expenses where possible. Our current industrial product lines include car wash & detailing, truck wash, aluminum brighteners, degreasers, residential and commercial exterior maintenance, soft wash, parts washer detergents, kitchen & food processing, janitorial, concrete & asphalt, pool & spa, and various other specialty products. We offer all of these products to you with your own private label or under ITD's well-known branded label. See the separate document regarding our private label program and its requirements, which include low minimums and low initial fees.

As an owner-managed company, we strive to maintain high quality standards for our products. All products are manufactured in the USA by ITD in our plant outside of Atlanta, GA. We strive to help you build your chemical program to its potential, and in that we are your partner. Our professional lab, manufacturing facilities, product knowledge, and regulatory knowledge are now an extension of your business. We will succeed together.

Now, an outline of some of the key policies and procedures to note as you begin your relationship with us:

- **Order Minimums**
  - Stock items (ITD or Private Label)
    - (20) 12x32 oz. quart cases
    - (4) 4x1 gallon cases
    - (3) 5 gallon pails
  - Custom blends / non-stock items
    - Drums 220+ gallons (4x55gal, 8x30gal, 11x20gal, 15x15gal)
    - (36) pails = 1 pallet
    - (48) 4x1 gallon cases = 1 pallet
    - (48) 12x32oz. cases = 1 pallet
- **Samples.** While we understand the urge to sample certain products, please keep sampling to a minimum. We are happy to waive minimums for a pail or case of a product for you to try. This is not expensive and prevents us from filling single quarts and gallons at the expense of keeping lead times low on your volume orders.
- **Assorted Charges**
  - \$7.50 per pallet used in packaging
  - \$1.00 per printed loose label
  - \$25 change order fee
  - Totes sold separately from stated tote pricing – see price list for current charges
  - 10% restocking fee for orders not picked up within 3 business days
- **Shipping / Freight.** All pricing is FOB ITD. Customers may arrange their own freight for pickup, or we provide freight services via third party LTL or volume carriers. In the latter case, ITD will arrange and prepay for freight, to be included on the customer's invoice.
  - Once your order is complete, it will be shipped and you will receive a confirmation and tracking number either that day or the following morning. You will be invoiced the day following shipping, upon our receipt of the freight invoice. If you are picking

1827 Auger Drive, Tucker, GA 30084  
800-472-1233 • Fax 770-939-5704  
[www.itdinc.biz](http://www.itdinc.biz)

- up your order or arranging your own freight, you will be notified via email that your order is complete. All orders for pickup must be picked up within 3 business days.
- With increasing regularity, carriers invoice ITD an amount that is greater than the amount quoted to our customer and subsequently invoiced. In this case, please note that you are responsible for all shipping charges, whether they were communicated to you or not. ITD will fight carriers on your behalf, but we do not always win.
  - **Lab Services and Custom Development.** ITD maintains a professional QC and R&D lab. If there is a product you would like for ITD to analyze to recommend a competitive option, or if you would like to have ITD develop a custom product for your distribution, please send us a physical sample, SDS, and marketing materials that are available. See separate form for sample submission guidelines.
  - **Customer Web Portal.** Once your account is processed and approved, you will receive a login for your back-end access on ITD's website. This portal will be of immense value to you as you build your relationship with us, and includes features such as:
    - Current price list
    - Product SDSs
    - Product marketing materials
    - Key contacts and reference to procedures
  - **Packaging & Raw Materials.** ITD provides standard chemical packaging items for sale a la carte. Many of these common items are listed on the last page of the stock price list. If you need a packaging item not listed, please contact customer service. We also sell bulk and small packaged chemical raw materials. Inquire for pricing and availability.
  - **Lead Times.** ITD strives to ship orders of stock items within 3 to 5 business days. Orders containing custom items may require 5-10 business days, depending on the items involved. Please recognize that ITD provides a highly customized experience and this does not lend itself to maintaining stock of finished goods for immediate shipment. Orders are processed in the order received and rush orders are discouraged except in the most pressing circumstances.
  - **Private Labeling.** See separate document for details and requirements. With a \$100 label setup fee and \$150 infotrac subscription, your private label program is up and running. Minimums under private label are the same as under ITD label. If you would like to have a custom professionally designed label, we provide that for \$300. ITD will also private label marketing materials for your use. Private label program comes with private labeled SDSs.
  - **Ordering.** All orders should be sent in writing to [admin@itdinc.biz](mailto:admin@itdinc.biz). ITD provides a stock order form available on your web portal, to be filled out (by hand or spreadsheet) and emailed for ease of use. You may also record your order in the body of an email, with proper item identification. If you must place an order over the phone, a real person will always take your order with a smile :) but please have correct item names and numbers to communicate.
    - Please prepare your full order and place it once. Change orders carry a \$25 fee.
    - Item numbers. It is important to know and communicate your item numbers, particularly if you are a private label customer. ITD operates using a 5 number item code plus a packaging code. Ex. 12345-55 (12345 = item code; 55 = packaging code) Common packaging codes are as follows:
      - 330 = 330 gallon tote
      - 275 = 275 gallon tote
      - 55, 30, 20, 15 = X gallon drum
      - 1DK, 5DK, 10DK = X drum kits
      - 05, 06 = 5 and 6 gallon pail
      - 01cs = 4x1 gallon case (ITD does not sell single gallons)
      - -12-32 = 12x32oz quart case

- **Concentration Terminology.**
  - Ready to Use (RTU). Designed to be sold to the end customer as is, with little if any further dilution directions.
  - Concentrate (Conc). Designed to be sold to the end customer as is, but with significant further dilution directions.
  - Super Concentrate (SC). Designed to be “cut” or diluted by the distributor prior to selling to the end customer as a Concentrate with further dilution directions.
  - Kit. While this can mean a few different things depending on the product type, in general it means that ITD ships the components of the product without water, for the distributor to blend on site before resale.
- **Payment Terms.** Please be respectful of our payment terms. All invoices are due 30 days from the date of invoice. Accounts with any balance older than 60 days will be put on hold until the account is made current. Accounts with any balance older than 90 days will move to COD. Accounts with any balance older than 120 days will be sent to collections.
  - ITD prefers to be paid via ACH if possible. Contact the office to set up ACH. Invoices detail ITD’s PO box for submission of payment by check. If you desire to pay with credit card, call the office and it will be taken over the phone with a 3.5% transaction fee.
- **Key Contacts.**
  - Ordering – [admin@itdinc.biz](mailto:admin@itdinc.biz)
  - AR/AP – [cynthia@itdinc.biz](mailto:cynthia@itdinc.biz)
  - Marketing (SDS, Sales Sheets) – [customerservice2@itdinc.biz](mailto:customerservice2@itdinc.biz)
  - Sales (as relationships dictate)
    - [merrill@itdinc.biz](mailto:merrill@itdinc.biz) – National Sales Rep
    - [jdaniel@itdinc.biz](mailto:jdaniel@itdinc.biz) – CEO / Owner
- **Operating Hours.** Standard operating hours are 8:30am – 5:00pm ET; M-F
  - Receiving: 8:30am – 11:30am
  - Shipping / Pickup: 12:30pm - 4:30pm
- **Company Holidays.** ITD does not work on New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, and New Years Eve.
- **Product Pricing.** A current stock price list is always available in your online portal. While we will announce broad pricing changes, we reserve the right to change product pricing on a daily basis according to raw material cost fluctuation. Please always check your price list before ordering. Changes to custom item pricing are communicated directly to you via email if and when changed, for any items you have purchased in the preceding 12 months. Any items that have not been purchased recently will be quoted upon request.
- **ITD Soapbox.** Your email is automatically being added to our email newsletter, ITD Soapbox. Please do not ignore, spam or unsubscribe from this newsletter as this is how we communicate important information and changes to our customers. This is also a platform for product information, special deals, product releases, and market news that may be of interest. You will receive a Soapbox email at most once per week.
- **No direct sales.** You can rest assured that ITD will not sell to your customers. If we receive a call from a suspicious potential customer without proper distribution infrastructure, we will work to contact our distributors in the area to determine if the potential is a customer of a customer.
- **Problems.** We are good, but we are not perfect. If we make a mistake, please let us know and give us a chance to correct it. A picture of the problem and a batch number from the label will help us quickly diagnose and rectify the situation with you. Our goal is to be responsive and to resolve the issue painlessly.

1827 Auger Drive, Tucker, GA 30084  
800-472-1233 • Fax 770-939-5704  
[www.itdinc.biz](http://www.itdinc.biz)

Thank you for the opportunity to be your chemical supplier. It is an honor for us to serve you. Please review the enclosed information and contact me with any questions. We look forward to helping you build your chemical program!

Sincerely,

*Joseph Daniel*

**Joseph Daniel, CEO**



1827 Auger Drive, Tucker, GA 30084  
800-472-1233 • Fax 770-939-5704  
[www.itdinc.biz](http://www.itdinc.biz)