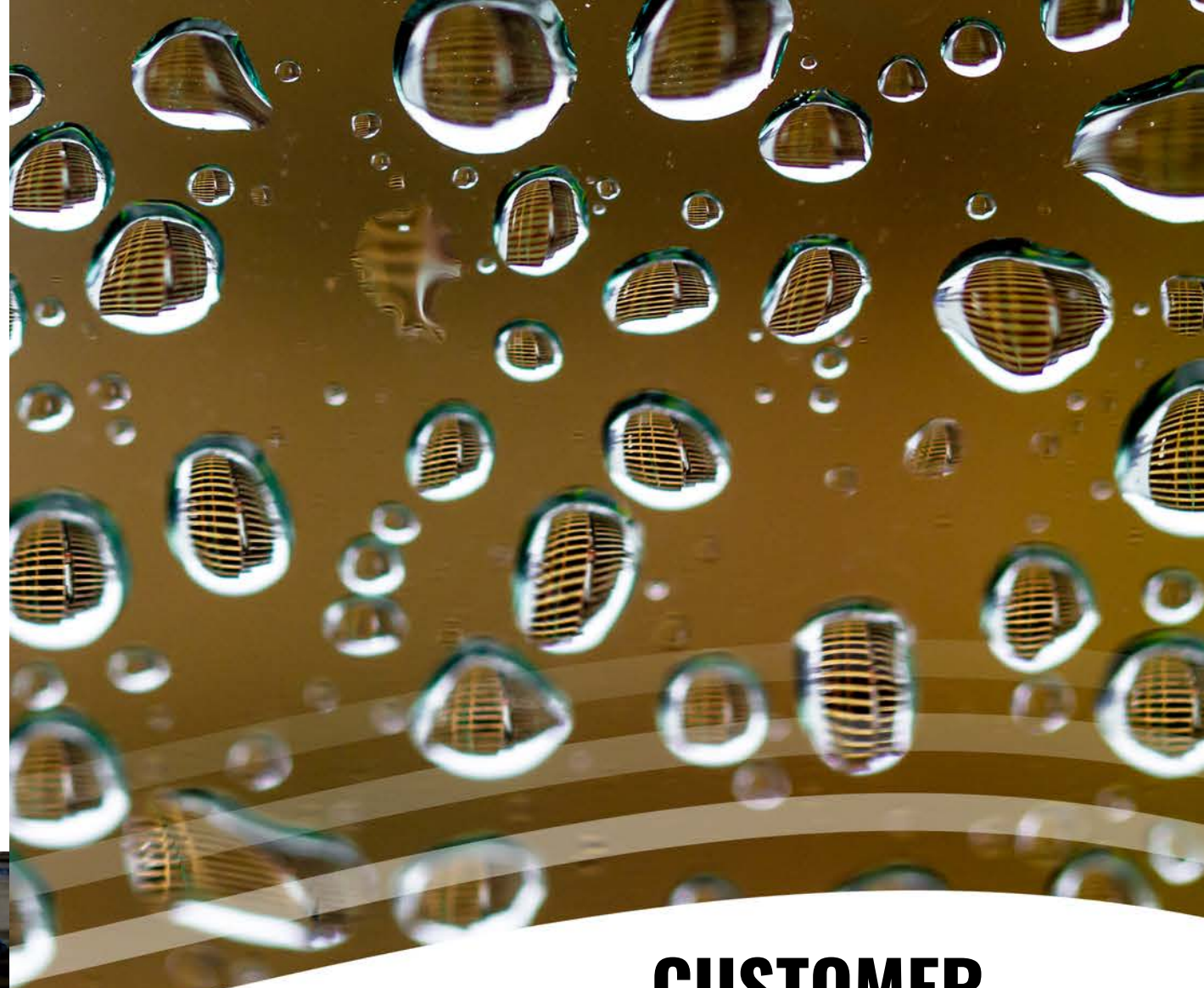


## PRODUCT INFORMATION

- Safety Data Sheets (SDS) can be found on our website at [www.cleartech.ca](http://www.cleartech.ca) or printed copies can be made available if requested at time of order
- We recommend that you use a Bung Wrench (part# 5201) to open drum and carboy bungs
- If you have any questions on our products, containers, or return of deposit containers, please contact us at 1-800-387-7503 or [orders@cleartech.ca](mailto:orders@cleartech.ca)

## DEPOSIT CONTAINER CREDITS

- Customers with a credit account will have container deposits credited to their account
- COD customers will have container deposit credits applied to their current order



## CONTACT US

1-800-387-7503  
[orders@cleartech.ca](mailto:orders@cleartech.ca)



## CUSTOMER PICK-UP

A guide for customer product pick-up, transportation, and deposit container returns.



# CUSTOMER PICK-UP

- Ordering in advance will significantly reduce your wait times and will allow us to serve you quickly and efficiently when you arrive at our dock
- To place an order, contact our Customer Service Centre at 1-800-387-7503 or [orders@cleartech.ca](mailto:orders@cleartech.ca)
- Orders can be processed on your credit account or COD account
- COD payment can be made by VISA or MasterCard

## Lead Time

- Please order 2-3 days in advance
  - Ordering a minimum of 2 days in advance allows time for communication and for your order to be prepared
  - If same day pick-up is requested and product availability is confirmed, allow 2 hours after order is placed to ensure prompt service

## Hours of Operation

- 8:00am - 12:00pm and 1:00pm - 4:00pm
- Shipping docks are closed over the noon hour
- No pick-ups available from Front Office



# DEPOSIT CONTAINER RETURNS

- To keep the cost of our products low and to reduce plastic waste into the environment we utilize returnable containers where possible.
- To ensure the care and return of our containers we require deposits on all returnable containers
- Containers have a limited lifespan. To optimize use and assist us in controlling waste please return containers within 3 months of original purchase
- In order to refund your deposit please ensure that:
  - The containers are empty of all residue
  - There are no foreign objects or substances in or on the containers
  - Containers are sealed with the original closure (bung)
  - Original labels are visible on the container
  - Containers are current, i.e. deposits were issued in the past 12 months
- Failure to comply with our Container Return Standards may result in the forfeiture of deposit or the refusal for return.
- Deposit refunds are at the sole discretion of ClearTech.

# PRODUCT TRANSPORTATION

- ClearTech only allows shipment from our facilities in approved vehicles. These include
  - Pick-up truck
  - Van with a partition
  - Car with a trunk
- Regulations do not allow for the loading of regulated product into passenger compartments of vehicles. This includes any part of an SUV if it doesn't have a full approved partition separating the driver's area from the storage area
- Containers must be adequately secured in an upright position and segregated as per Transport Canada guidelines
- When picking up Dangerous Goods product(s) totaling more than 500kg, placards on your vehicle are required
  - ClearTech will supply the placards
  - Customer to provide placard holders

**For more information, refer to our Container Return Standards Brochure.**



**Transportation of Dangerous Goods rules apply to all parties.**

**DID YOU KNOW?** Every year ClearTech's returnable container program saves more than 1.8 million kilograms of plastic, steel and wood from recycling depots and landfills.