



Contract Manufacturing & Private Label Standards

Thank you for considering Raining Rose as your Contract Manufacturer and/or private label partner for health and body care products! At Raining Rose, customer satisfaction is our first priority and it's no surprise that's also what sets us apart from other manufacturers. Raining Rose strives to meet or exceed industry standards, which in turn allows us to remain competitive. In an effort to meet customer expectations from the beginning, we have compiled an overview of our product development process.

Please take a look and let us know if you think your project would be a natural fit for Raining Rose!

Step 1: Discovery Call

An Account Manager and Project Coordinator will schedule a call with your team to discuss your project. Our goal is to understand and identify if our resources and experience are a good fit for your project and vice versa. A Quality Agreement and Product Profile will be completed and will include topics such as: formula, raw materials, primary packaging, timeline/need, testing, claims and volume. Knowing the specific claims you plan to make on your product and its packaging ensures that we select the correct raw ingredients; eliminating delays when approving your product and/or satisfying the initial Purchase Order.

Step 2: Product Development

Congrats, this stage means we may be a good fit for each other! Your request will be submitted to our Product Development Team for sample creation which starts the imperfect science of product development. We try to nail the formula down on the first run, but anticipate a few versions to achieve an approved formula. Although we have a lab packed with raw material samples, if sourcing of materials is required, total lead time for your first samples can take 4-6 weeks.

After your initial sample is complete an approximate quote will be provided. Following confirmation of secondary packaging options, any additional testing, tooling, etc., your Account Manager will provide you with a final project quote.

Step 3: Formula Approval

Just as it sounds, formula approval means your formula is good to go! At this point, we would also have identified packaging, required testing and a Purchase Order (PO) should be in the works. For us it means we are getting the ever important batching instructions and Bill of Materials (BOM) set-up. This process can take 1-2 weeks as we like to make sure it's done right the first time.

Step 4: PO Entry

First time production runs have an approximate lead time of 8-10 weeks; however lead time is unique to each project and contingent upon receiving materials, components, pack out, etc. Once your PO is entered by a Sales Assistant, you will receive an Order Confirmation as well as an approximate ship date.

Step 5: Pilot or Trial Batch

The imperfect science of product development means sometimes R&D may suggest a Pilot or Trial Batch upon approval to make sure the lab process scales up in production. If we believe either a Pilot or Trial Batch is necessary for your product, we would discuss the options and any associated fees prior to implementing.

Step 6: Testing

Raining Rose has standard testing requirements on our product development samples and production run tests ranging from Organoleptic to Assay, depending on your unique formula. Additional testing may be required for any claims (e.g., Gluten Free, Broad Spectrum). Testing performed may increase project lead time and additional charges; we will provide a quote as soon as possible.

Step 7: Production

Production is where the magic happens! Your product will be batched, filled, labeled, and packed out until a beautiful finished product is ready to ship. Your Sales Assistant will have stayed in touch to provide updates along the way and coordinate shipping needs.

Once we have reviewed your Product Profile and executed the Quality Agreement, we can begin the Product Development Process.

Research & Development

Raining Rose is pleased to provide product development samples free of charge, including the initial sample request and several revisions.

Primary & Secondary Packaging

We can source components and displays to help meet the standards of a quality finished product.

- Custom components require physical sample approval with a lead time of 8-12 weeks after approval
- Custom displays require die, pantone, and artwork approval with a lead time of 4-6 weeks after approval

We follow the industry standard of 10% over/under; for Customer Supplied (CS) packaging, please account for this by sending an additional 10% of all packaging components.

(Ref: Customer Supplied Compliance Document)

Claim Supporting Documentation

In order to support your Marketing Claims, Raining Rose will provide a Composition Statement, SDS, Spec Sheet and IFRA (if a fragrance) for your raw ingredients, upon your request. Additional documentation can be requested which could result in delays and expense.

Pricing

All quotes are provided on a project-by-project basis specific to ingredients, timing, and primary packaging. Any requests for unique pack out will need to be requoted. All quotes are void after 60 days.

Payment Policy

Raining Rose requires first orders be prepaid in its entirety and allow 50% down with receipt of PO and the balance prior to shipping. Payment can be made via check, CC, or ACH.

Customers can elect to fill out a Credit Application for Net 30 Terms. Term approval can take up to 30 days and is dependent on reference feedback. Subsequent orders will be Net 30 upon credit approval.

Any projects that request Raining Rose house excess raws, components, packaging, etc. will require approval and a signed Commitment Letter, taking ownership of excess inventory by date chosen by Raining Rose.

Raining Rose is a manufacturer of high quality, safe, and cost effective personal care products. In an effort to insure safe products, streamline our processes and be food grade and FDA compliant, we have specific guidelines in place for all of our suppliers. Products will remain in quarantine until each aspect of the details is confirmed. Raining Rose reserves the right to refuse to accept / return any improperly packaged, damaged materials or materials received without proper documentation.

General Packaging/Shipping:

- Label must be legible and at a minimum; list the product name, vendor lot #, and quantity
- Organic products must have labels clearly stating Organic Certifier on every container
- Only Food Grade Containers Acceptable and Completely Sealed
- Any Product With Holes or Damaged Packaging Will Be Rejected
- Proper Notification to your Sales Assistant (Preferably a Tracking or PRO Number)

Pack Slip:

- Product Description Of Contents
- Supplier Item Number
- Raining Rose Item Number
- Quantity Shipped – NET weight
- Lot Number
- Expiry Date or Shelf Life

Quality Documents (with each shipment):

- Spec Sheet (or COA if not available) – Lot Specific
 - Expiration Date or Shelf Life
 - Manufacture Date
 - Vendor Lot Number
- Comp Statement
- SDS
- Allergen and IFRA Statements if needed
- NOP Organic certification, if applicable

Prior to receipt of product (we cannot receive product without):

- Material Safety Data Sheet (MSDS) – standard form must include the following:
 - Flash Point of Product
 - Flammability (NFPA) Rating
 - Personal Protection Index
 - Form of Product – Liquid/Solid/Semi-Solid

These requirements may change over time as quality procedures and regulations change.

We thank you in advance for your support and cooperation.

New Customers:

- All initial orders are prepayment.
- Prepayment may be in the form of check, credit card, or ACH/Wire. Products will not ship until payment is received.
- All customers wishing to establish credit will need to complete a credit application. Credit applications must be signed.
- Upon credit evaluation, which will take approximately 30 days, the customer may be extended terms with first order prepaid in its entirety; subsequent orders will be net 30 days upon credit approval.

Credit Verification Process:

- Upon receipt of a completed credit application credit references will be verified with a minimum of 3 references returned completed.
- Customers that are established with ASI will be checked on Credit Connect for years in business, sales dollars, and payment history. Raining Rose reports customer statistics to credit connect monthly.
- After verifying credit references it is sometimes necessary to also check D&B references as well. D&B will be checked for years in business, sales dollars, liens and filings, and payment history.

Credit Denial:

A customer may be denied credit based on the following:

- Insufficient credit history – We have either not gotten enough references back, the references given do not extend terms, or the reference has recently extended terms to the customer.
- Payment beyond terms – We have gotten references back that consistently establish payment at least 30 days beyond terms extended.
- Insufficient credit extended – All references given were with companies that establish credit amounts significantly less than what they are asking from Raining Rose

Acceptable Software: We accept the newest versions of Photoshop and Illustrator.

We are unable to work with native files from Freehand, CorelDraw, PageMaker, Publisher, PowerPoint or Word. If you only have artwork in these files, please save or export an EPS, PS or PDF file to submit.

File Setup Size: Please set-up files at full print size, no larger than 16MB. Do not add bleed or crop marks unless provided template from Raining Rose Graphics Department or Sales Representative. Please do not use multiple art boards in Adobe Illustrator. Keep crucial elements, such as text, logos in an outlined format to ensure all artwork will print correctly. Please ask your Raining Rose Sales Representative or Graphic Designer to give you the safe area template measurements for each of your labels.

Resolution of Images: We recommend 300 dpi at full size. Resampling up an image in Photoshop to a higher dpi, will only soften the image, not add detail. Always preview raster artwork at actual print size to check for any hidden flaws. 100 dpi and lower can still look good from a distance, but may look pixelated upon closer inspection depending on the label size.

CMYK vs. RGB Mode: We only except CMYK color mode. If you're given the option of "embedding a profile" when saving any art file, you should always choose to embed it.

Pantone PMS Colors: You should spec all crucial color matches from the PMS Pantone guidebook. We do not accept metallic pantone colors within the Pantone guidebook. There are some colors we cannot reproduce exactly, but we will get as close as our printer allows. If choosing Pantone colors in Photoshop or Illustrator, select your colors from the "**PANTONE Solid Coated**" to get the most accurate results. Critical color issues should be coordinated with your Sales Representative. Unique mixes of various CMYK % values and flat images like digital pictures cannot be verified in a guidebook and will print, "as is".

Black Specifications: For the richest black output, set solid black objects in your file, including vector and raster art, to these specs: CMYK Color Mode -- C: 50 M: 50 Y: 50 K: 100

Fonts: Outline ALL fonts before submission.

Artwork Restrictions:

- Do not design with borders around the edge, as they may become uneven due to necessary production over-sizing. If you must, thicker borders are more forgiving, than thinner borders. We cannot guarantee the even thickness of borders if you use them.
- Colors produced using different output processes or fabric types will not match exactly.
- If you submit a color as a "tint" or percentage of a PMS color, it will be printed, "as is". We cannot guarantee the "tint" as the PMS guidebooks and color charts do not show us exactly what that tint should look like. You may want to choose a lighter shade PMS color instead.