



Customer Compliance Document

Customer Compliance: The Importance

The success of your brand and our ability to extend your brand’s representation is greatly dependent on how Raining Rose accepts materials in our facility and how we work through the process of production.

It can be difficult to forecast the sales of your brand, and having a just-in-time strategy can put pressure on your organization to ensure both you and your partners have adequate inventory. This is especially true when sell-through happens more quickly than expected. Due to this reality, it’s very important to provide all materials on time to allow for better-than-expected product sales and avoid emergency timeline situations.

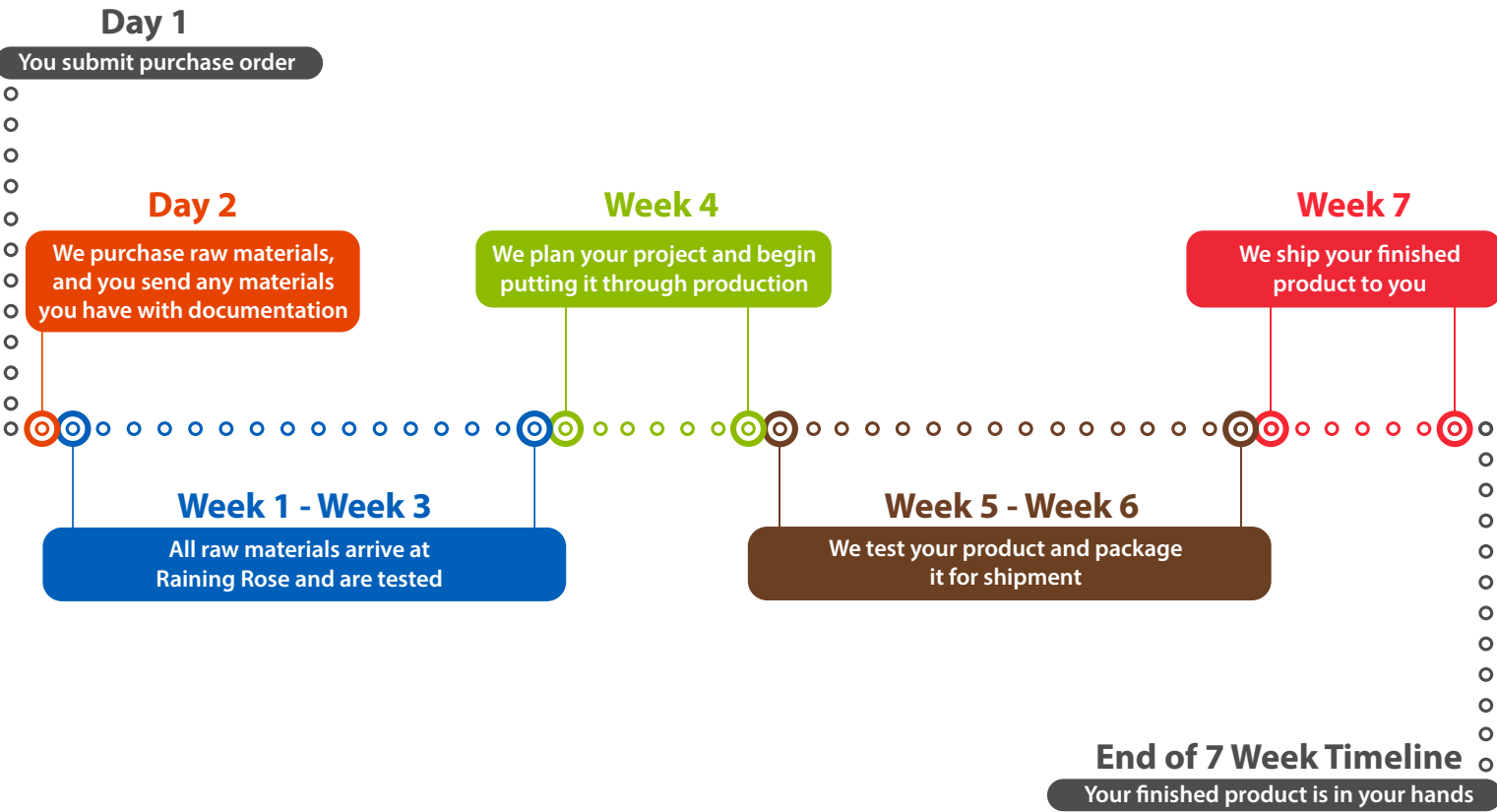
Customer Compliance: The Process

Receiving Materials

Once we receive your purchase order, our Purchasing team will immediately order any raw materials you’ll need, including all ingredients and components. Any raw materials and/or components that you will be supplying need to be in-hands to us with full documentation (outlined on page 3) within the [firm three week timeline](#) outlined below.

When you send us your customer supplied materials, you must communicate tracking information to your sales assistant prior to shipment. Please keep in mind that Raining Rose tests every raw material before acceptance, which is included in the three-week time frame. Our standard testing procedures range from organoleptic and assay to chemical and physical depending on the unique formula.

Disclaimer: The following lead time shown is a general standard, but does not hold true for all projects. Raining Rose will communicate customer supplied material required timelines on any projects that fall outside of the typical workflow.



Downfalls of Late Receivables

Because production must start in Week 4 to keep everything on track, it is essential that we receive all necessary materials from you within the three-week timeline. If this deadline is not met or if documentation is not accurate, your project will reflect a longer lead time and potential rush charges.

Late or Inaccurately Documented Receivables = Longer Lead Time & Rush Charges

- All shipments must be properly packaged in food grade containers and palletized without any damage to the boxes.
- Inner liners must be secured to prevent any contamination.
- Use of rubber bands, metal clips, string, or plastic ties will not be accepted.
- Any Styrofoam or “peanuts” will not be accepted due to recycling measures.

ON THE OUTSIDE OF YOUR SHIPPING BOX
Your packing slip must legibly include
labels that list all of the following:

1. Supplier name
2. Product name
3. Description of contents
4. Vendor/Supplier lot number: Only required for raw materials
5. Raining Rose part number
6. Quantity: Must contain number of boxes (with any partial boxes clearly noted) and/or accurate quantity contained in total (per box)
7. Raining Rose purchase order number
8. Accurate claims displayed on boxes (such as kosher, organic, etc.)

Documentation on raw materials sent must include the following:

- Certificate of Analysis (COA), which is lot-specific, that includes manufacture date, expiration date, and vendor lot number
- Safety Data Sheet
- Spec sheet
- Allergen statement
- IFRA statement (for flavors only)
- Quantity
- Volume