



## Quick Reference Information

**Reliable Caps, LLC**  
1001 W. Highway 56  
Olathe, KS 66061

Web Site: [www.reliablecaps.com](http://www.reliablecaps.com)

Email: [info@reliablecaps.com](mailto:info@reliablecaps.com)

**Phone Numbers:**  
(800) 356-8483  
(913) 764-2277  
FAX (913) 764-0494

**Mail Payments To:**  
Reliable Caps, LLC  
P.O. Box 363  
Shawnee Mission, KS 66201

## MANUFACTURING BACKGROUND

Reliable Caps, LLC is an injection molder of plastic closures. We have extensive manufacturing experience for both unscrewing mold technology and strip mold technology. Our caps are manufactured with homopolymer polypropylene with the exception of our push/pull caps where we use a blend of polyethylene resins. For added strength, we can manufacture our homopolymer polypropylene caps with a copolymer polypropylene resin when requested by our customers. When necessary, the materials used meet FDA food and/or drug packaging requirements. Our high quality caps are designed for multi-market uses and applications.

## *CAP*ture QUALITY

Reliable Caps has always placed high priority on the quality of both our products and service. This is why we use "*CAP*ture Quality" as a company-wide theme. It is our objective to offer products and service that exceeds our customer's expectations.

*Total customer satisfaction* is accomplished when manufactured product conforms to the needs of our customers, is competitive in price, and is delivered on time. We are committed to keep this goal alive throughout our company. Reliable Caps knows that quality must be built into the product as it is manufactured. Therefore, we use product control methods to assure our manufacturing process is producing quality caps for our customers.

## **CREDIT TERMS AND CONDITIONS**

### **OUR TERMS: Net 30 Days**

The total amount of each invoice is due within thirty days. If not paid within thirty days, then the invoice will be considered past due.

### **GRANTING CREDIT**

New customers will be required to fill out a credit application provided by Reliable Caps. We will need a minimum of three trade references and a bank reference. We reserve the right to set a limit on the line of credit.

Reliable Caps uses various sources to obtain information on past credit history. You may ask us if we requested a credit report and we will tell you how you can obtain the same information.

### **FAILURE TO PAY**

If you do not pay on time, we can require you to make immediate payment of your entire balance unless you have rights by state law to correct your non-payment.

All costs incurred in the collection of delinquent accounts from a customer will be added to the original amount of the delinquent account and will be due and payable by the customer. Collection costs will include, but will not be limited to legal fees, court costs, filing fees and similar costs.

### **USE OF INFORMATION ABOUT YOUR ACCOUNT**

We may give information about your account to others when required by law. For business purposes, we may give information about your account to credit bureaus and others.

### **OUR RIGHT**

We reserve the right to change credit terms at any time. In the event of a change in credit terms, we will notify you in advance as required by law. Our new terms may be applied to the existing balance on your account unless prohibited by law.

## **SALES INFORMATION**

### **SALE FROM INVENTORY**

Reliable Caps' CAPture Savings stock program includes many sizes and liner combinations. Please refer to the sheets for the colors covered under the program. It is our goal to have these caps in stock for shipment from our plant after 24 hours.

Because of demand, any one item may be sold out at the time of your request. Normally our stock levels are replenished quickly. To check on the availability of any stock item, please call our sales service office at (800) 356-8483.

### **ORDERING PROCEDURE**

Purchase Orders must be mailed, faxed to (913) 764-0494, or emailed to [info@reliablecaps.com](mailto:info@reliablecaps.com) to be processed. Phone orders will not be accepted. If an order is received by Noon (Central Time) and the product is in stock, we can ship the same day. Orders received after Noon (Central Time) will ship the following business day.

When ordering, it is important that all information provided is clear and concise so that delays and errors can be avoided. We need your company name and address, the "ship to" address, your P.O. number, shipping instructions, quantity, cap size, color and liner(s) needed (plus print and color on the liner if applicable). Written, faxed, or emailed orders are required! If clarification of any kind is required on the order it will delay processing and may result in a delay in shipping the order.

Closures must be ordered in full case quantities. If partial case quantities are ordered, we will automatically increase your order to the next full case.

After an order is received, we will fax an acknowledgement of the order to our customer. It is the customer's responsibility to check and verify all the information on the acknowledgement and notify us immediately if there are any discrepancies. Any and all changes on purchase orders should be confirmed to us in writing 10 days prior to the acknowledged ship date. No order is subject to change, cancellation, reduction in amount or suspension of delivery except with our consent, and upon terms that indemnify us against any loss.

### **MANUFACTURING LEAD TIMES/SCHEDULING**

All non-stock orders are manufactured on a make and ship basis and lead times are established on first come, first served basis. Only stock and standard raw materials, colors, and liners are kept on hand. Reliable Caps' objective is to maintain a three to four week lead-time for delivery. During peak demand periods our lead times may be extended.

Variables affecting delivery time and order scheduling:

1. Mold conversions / mold set-ups
2. Maintenance and repairs
3. Materials used (Custom resins, custom colorants, and/or custom lining materials)

## TESTING AND CONFORMITY

### COMPATIBILITY AND TESTING

Compatibility is particularly important in considering glass and plastic containers, plastic closures, and liners. To assume that a specific type of closure or lining material will serve all the needs of a specific product is a complex matter and may not be easily determined. Our technical service and sales departments will help you in making your decision.

As a buyer, however, you must make the final determination and assume all liability as to whether a given type of container, closure, liner or other packaging material is suitable and safe for use with your product. It is your responsibility to do testing when choosing a closure and/or liner for your particular packaging application.

#### Suggested Testing:

1. Product – closure compatibility tests
2. Product – Liner compatibility tests
3. Bottle and closure compatibility tests
4. Bottle – smooth landing surface tests
5. On-Torque application and torque removal tests
6. On line fill tests (cold or hot fill)
7. Shipping tests
8. **Drop tests.** If UN certification is required, we highly recommend using copolymer resin to assist in the reduction of cracked caps using homopolymer resins. Again, the liability is on the buyer to determine if the homopolymer resins will work under the environmental conditions that the product will be exposed to in the field. Call us with any questions!
9. Shelf life tests

### SAMPLES

Reliable Caps will be happy to provide you with samples to perform any compatibility testing that is required. Samples are available free of charge on all our cap sizes. Most common cap and liner combinations are available for mailing out the day after they are requested. If a particular requested sample (i.e. special resin, color, or liner) is not immediately available, it may take two or more weeks for delivery.

Product dimensional specifications drawings and supplier material information sheets/technical bulletins will be provided upon request. Simply call our Sales/Service Department at (800) 356-8483 for samples or specifications on any of our products.

### DESCRIPTION OF OUR SALES AGREEMENT

The buyer agrees that all orders shall include these policies, terms and conditions only. This agreement entirely supercedes any prior oral representations, correspondence, proposal, quotation or agreement. This writing constitutes the final and total expression of such agreement between the parties and it is a complete and exclusive statement of the terms of that agreement.