

Frozen Material Process for Store Direct

Frozen Material

Sherwin-Williams takes precautions to keep products from freezing.

Despite these preventative measures, frozen paint can still reach the store.

To identify frozen paint:

SHAKE the first few pails of Freezable Product by hand to see if paint has solidified

FEEL the side of the pails to gauge temperature

LOOK to see if any of the pails are bulging

If any products do not feel or look right, open the paint and make a visual inspection. These products cannot withstand a freeze/thaw cycle, due to low VOC levels.

Procedure

Follow these steps if you receive paint you **suspect** may be frozen:



Step	Who	Action
Visibly Frozen Procedure		
1	Receiving Associate	Receive order immediately and inspect shipment to see if it may have frozen. If the paint is suspected to have been frozen, contact SW Customer Service (1-855-330-4753 opt 1 or Lowes.Support@sherwin.com) for additional information. Do not refuse the shipment!
2	Receiving Associate	Set the order to the side until it can be inspected by the SW Field Team to verify whether or not the paint is still sellable.
3	SW Field Team	SW Field Team will be contacted by SW Customer Service to help verify whether or not the paint is still sellable. SW Field Team will notify SW Customer Service the outcome of the inspection and will issue an RTM for product using the reason code of "Service/Freight" for product that is no longer sellable.
4	SW Customer Service	SW Customer Service will contact SW Field Team to request the inspection. SW Customer Service will set up a return for product that is no longer sellable if it totals more than 10 gallons. The Store will put the product in Haz-Mat if it is less than 20 gallons. A new order will be entered to replace the original order if more than 50 gallons are needed. Otherwise, the Lowes system will reorder the product that is needed.

See Page 2 for Frozen Material Process for Lowe's RDC Shipments

Frozen Material Process for DC Shipments

Follow the same Shake, Feel, Look steps outlined for Store Direct Shipments:

Procedure



Step	Who	Action
1	Receiving Employee	Receive order immediately and inspect shipment to see if it may have frozen. If the paint is suspected to have been frozen, contact Lowe's Transportation (1-336-658-2222) and send an email to the Transportation Mailbox entitled "Frozen Paint Delivery" including the requisition number from the DC. Do not refuse the shipment!
2	Transportation Team	Contact impacted store with actions to take for proper disposal of frozen paint.
3	Fulfillment Team	A new order will be entered to replace the original order if more than 50 gallons are needed. Otherwise, the Lowes system will reorder the product that is needed.