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## To Purchase Product

Send an email to [info@chornco.com](mailto:info@chornco.com). This will alert sales to contact you.

## Being a Chornco Customer

Chornco is a collaborative customer-centric company. The employees are fully committed to delivering practical cost saving solutions that conserve resources, time and money. Optimizing each customer's stewardship, operational efficiency and profitability is our benchmark for success.

## Stages of working with Chornco

### 1. Contact Chornco: [info@chornco.com](mailto:info@chornco.com)

### 2. Exchange of Information

Chornco will reply and request an exchange of information to establish basic facts of operating environment, location, fuel, equipment, etc. Chornco provides a form to make this as easy as possible. A mutual confidentiality option is available where information is considered proprietary. If this is the case, please include this request in the initial contact email.

### 3. Jointly

Chornco and Customer decide if a sight visit and/or product application training is needed.

### 4. Proposal & Draft Purchase Order – Payment Terms

A Product Use and Application Protocol Proposal is developed and presented to the customer. A Draft Purchase Order is contained within the Proposal. Automatic Reordering on a predetermined schedule is a Supply Contract option within the Draft Purchase Order. Initial terms are payment in full on order.

### 5. Proposal through Implementation and Product Application Stages.

When the Proposal and Purchase Order is agreed, the Implementation and Product Application stages begin. Chornco closely monitors all progress and, as always, a knowledgeable Chornco representative is available 24/7.

### 6. Review

This stage entails reviewing the measurable realities of using Chornco additives. It helps all parties understand and quantify the benefits Chornco has delivered. During the Review Stage it is possible to see areas where further benefits can be obtained. Reviewing annual or quarterly fuel and maintenance records are an informative part of the process. Performance anecdotes from equipment operators, engineers, and crew are also valuable to review.

### 7. Ongoing Reviews

Regular communication is very important to Chornco and impacts our ability to improve our service and increase our knowledge. "Partnering" with our Customers is mutually beneficial; allowing both to exchange understanding of the real world implications of our products and service. Chornco continuously strives to meet customer needs and keep apace of their priorities as well as their Stewardship obligations and opportunities.