



Wood Adhesives  
Pressure Sensitive Adhesives  
Specialty Polymers

March 11, 2010

Dear Customer:

Delivering quality products is very important to us. We are constantly striving to improve our products, and this includes our packaging. Accordingly, Franklin is pleased to announce an improvement in our totes.

Starting March 22, 2010, we will begin phasing out our corrugated totes known as Bulkdrum II (BDII) and transitioning into a recycled cage-and-bottle tote from the world leader in industrial packaging, Schuetz.

Your fill weights will remain unchanged, and dimensions are equivalent. The totes can be stacked four high, filled or unfilled. Unlike corrugated totes, Schuetz Ecobulk totes can be stored (empty or full) outside without worry of damage from the elements. The new tote packaging is made from virgin material and is 100% recyclable. We are proud to be offering you such green, environmentally friendly packaging.

Schuetz offers a return program for your empties. You can find more details on our new tote packaging and return policy on our website at [www.franklinadhesivesandpolymers.com](http://www.franklinadhesivesandpolymers.com). In addition, you will find a return ticket included with each and every tote to schedule your pick up.

We appreciate your business and look forward to your feedback regarding our new packaging. Please do not hesitate to contact your account manager or customer service for additional information.

Warm regards,

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