# COPY EDITS

## Catalog.aspx

### The Laddawn Catalog

#### Updated 1/4/2013

Along with clear pricing for thousands of stock items, the Laddawn Catalog provides our distributors with a deeper look at Laddawn and the changing industry we serve. Click catalog below to download the current Laddawn Catalog, or have one mailed to you.

* **Download catalog**
* **Send me a catalog**

To view the catalog you will need ~~the~~ Adobe Acrobat Reader. To download this free reader, click the button below.

## stockprogram.aspx

### Stock Program

#### Our inventory is unmatched.

Some people manufacture and some people stock, but nobody manufactures a deeper inventory across the entire nation. In Atlanta, Boston, Cedar Rapids, Dallas, and Reno, you'll find thousands of stock items in a wide range of dimensions and gauges, ready to ship.

#### Our distributors turn orders faster.

They also hold less inventory. This year, Laddawn will ship over 100,000 stock orders. Most (over 98.5%) will ship in less than 24 hours.

#### What we stock:

* Layflat and gusseted bags in cases and on rolls
* Film for automated packaging
* Pre-opened bags on rolls
* Clear poly tubing
* Construction & agricultural film
* Trash liners & drum liners
* Reclosable bags
* Static control bags, tubing & reclosables
* Specialty bags
* Palletizing products
* Packing list envelopes, mailers, and ties

## CustomProgram.aspx

### Custom Program

#### We make custom orders fast and easy.

Our innovative quoting and flexible manufacturing systems are the key.

* **Instant quoting.** With our proprietary software, we provide accurate & comprehensive quotes in minutes.
* **Broad capabilities.** We manufacture bags, film and tubing from 4” to 150” (width + depth), up to 8 mils in Boston, Cedar Rapids,Dallas, and Reno in many colors and materials. Read more about our capabilities including color, materials, additives, printing, venting, static control and VCI (vapor corrosive inhibitor). [link: http://www.laddawn.com/Documents/CustomCapabilities.pdf]
* **Very short lead times.** Our lead times are the best in the industry, usually 4-10 days. Because we keep huge inventories of stock sizes in our warehouses, we have the production flexibility to accommodate custom work with priority scheduling.

No waiting, no busy work.

And no missed sales opportunities. It's why thousands of distributors consider Laddawn to be their best source.

Are custom orders more expensive?Custom orders are often *less* expensive than stock orders. And custom orders are a great way to keep sales at a level that earns you deep discounts on stock products through our “Partnership Sales Program.” See Stock & Custom Pricing (*x-link*) to learn more.

Should I expect an overrun (or underrun) on custom orders**?** Yes. Custom jobs may include a standard 10% overrun or underrun. This is due to the nature of "changeovers" in the extrusion process, wherein one job terminates and a new order is begun. As a continual flow process, there is no exact termination point for a given order.

### MadeToOrder.aspx

### Made To Order Program

#### We increase your profit on larger stock orders.

When distributors have larger stock orders and can wait for production, Made-to-Order is a simple way to increase profitability on thousands of stock items.

#### How it works:

For orders as small **as 25 cases or rolls of a single item**, we can quote your stock orders as custom.

Customers **benefit from our production efficiencies** when we make their items to order. Of course, traditional stock program benefits don't apply. Made-to-Order: A great way to earn better pricing on the industry's best-made products.

**NewDistProfile.aspx**

### Become a distributor

Dear Distributor,

Thank you for making Laddawn, Inc. your choice among plastic bag manufacturers. We have four decades of experience providing distributors the best in manufacturing, service, and national distribution. The questions we ask below are necessary to ensure perfect handling of your order, access to our sales support, special product offers, and online ordering at Laddawn.com. Please remember that Laddawn's products are only available to distributors and resellers of the items we sell, and that we cannot assign you a password or process your order without a completed New Distributor Profile.

We appreciate your interest in Laddawn, and look forward to a relationship of mutual prosperity and accomplishment.

Sincerely,

Mark Bourgeois, Director of Sales

**NationwideDistribution.aspx**

### Nationwide Distribution

#### Our distributors are just 1-2 days away.Your stock order is just 1-2 days away

With thousands of items on hand in Atlanta, Boston, Cedar Rapids, Dallas, and Reno, we bring the power only a true national manufacturer can have to thousands of distributors across the nation.

#### Who else can do it?

We fill stock orders quickly and guarantee fast delivery. Continual inventory replenishment occurs from our manufacturing facilities in Boston, Cedar Rapids, Dallas, and Reno.

More than ever, distributors turn to Laddawn for uniform products and service across the nation.

**shippingfreight.aspx**

### Shipping & freight

How do I qualify for free freight? We prepay freight on all stock orders over $500, shipped ground to one location anywhere in the continental United States**.**

Who pays the freight if my order is shipped from more than one location (due to insufficient inventory in one location)? We do. We prepay freight on all stock orders over $500, *even when you split an order between warehouses*. You are responsible for freight charges on orders under $500.

On custom quotes, you may choose “Prepaid” (freight included in the price) or “Prepay & Add” (freight not included in price; Laddawn prepays it and adds it to your invoice).

Who pays the freight when I choose "Ship & Backorder"? We do. We prepay freight on all stock orders over $500, *even when you opt to "Ship & Backorder."* You are responsible for freight charges on shipments of orders under $500. Note that we are often able to complete the backorder within 48 hours and ship your order complete.

Do you own your own trucks? No. We have established national contracts with a network of independent freight companies,. What's more, because of our high volume and 40-year shipping relationships, we have earned a preferred status with many carriers.

How much do you charge for shipping? Freight charges are calculated by weight. Weights are listed when you make a product selection in the catalog and on-line.

* Most shipments under 100lbs. are handled by UPS and FedEX and priced by zones.
* Our five warehouses help minimize freight costs by shipping whenever possible from a location near you.
* Common carrier shipments are routed via truckers with the most reliable service at the most competitive rates available.

Our customers are also welcome to arrange delivery, via a preferred trucker, whenever orders are sent third party or freight collect.

How long will it take for my order to ship? We ship items in stock within 24 hours. We can reach over 90% of the nation within 1-2 days at standard rates.

#### How late can I place a stock order to ship the same day?

For telephone orders: When we receive telephone orders received by 3:30 PM EST, we guarantee shipment the same day. When same-day shipment is required, customers must note “Must Ship Today” on the order.

For fax orders: We must receive fax orders must by 3:30 PM EST, o guarantee shipment the same day. However, they must also be accompanied by a telephone call to alert Customer Experience of the need to ship the same day.

For online Orders**:** Orders must be placed online by 3:30 PM (Eastern Time if your primary warehouse is in Atlanta or Sterling, Central Time for Dallas and Manchester, and Pacific Time for Reno). Again, when same-day shipment is required, customer must note “Must Ship Today” on their web order.

## StockCustomPricing.aspx

### Stock & Custom Pricing

Do you have a minimum stock order size? Yes, when ordering by fax or over the telephone, our minimum order size is $30. A $5 handling charge is added for any order under $30.

*There is no order minimum when shopping Laddawn online.*

Do you have quantity discounts?Yes. We have two ways of calculating them.

The first is based on the total number of cases purchased per order. We provide discounts at quantities of 5, 10, 25, 50 and 100 cases or rolls.

The second is based on membership level in the Partnership Sales Program. Members can enjoy automatic discounts of up to 30% off base pricing (1-4 cases), even on single case purchases.

What if I want a price on a stock quantity exceeding 100 cases**?** Quantities of more than 25 cases or rolls of a single stock item may be eligible for an additional discount through our Made-to-Order program. When customers can wait standard custom lead-times, stock orders can be quoted as custom. Made-to-Order pricing reflects **our** production efficiencies

Are custom orders more expensive? Custom orders are often *less* expensive than stock orders on a cost-per-item basis. Prices for custom items reflect real-time costs for dozens of price drivers – which allows us to be more aggressive. Additionally, we incur no inventory or handling costs when producing custom products.

How do you assign custom pricing? Nobody provides more accurate quotes, faster. Configurator, Laddawn's proprietary quoting software, produces accurate, real-time costs for everything from raw materials and labor to packaging and freight. In just seconds, it computes over 400 calculations for each quote.

## FilmMaterials.aspx

### Film Plastics & Materials

Standard low density. Low density polyethylene (LDPE) is the most versatile choice for a wide range of packaging needs, and for that reason, it is the material from which most of our stock poly bags and film are made. Low density has excellent clarity and the strength to protect most items.

Clarity resin**.** Clarity is the degree to which a film is transparent. Resins are manufactured to match a profile, and that profile predicts its extrusion performance across a range of behaviors. One of the elements in a profile is haze, and when high clarity is critical to the display of a product, we can manufacturer your film from resin with a low haze.

Linear low density. Linear low density polyethylene (LLDPE) film has a molecular configuration that is well suited to applications where strength (puncture strength in particular) is more important than clarity. LLDPE films tend to stretch more than low density films before breaking, though they are typically lighter and provide less barrier protection.

Hexene v. octene LLDPE.Laddawn manufactures its standard LLDPE film from a blend of high-grade resins. However, bags and film can also be manufactured from pure hexene or octene resin. Hexene is a very strong LLDPE material, and will stand up to more rigorous demands than a standard blend. Octene is the preeminent LLDPE resin, and delivers the highest performance at a given weight of any LLDPE material.

EVA. When EVA (ethyl-vinyl acetate) is present as a 2-3% additive to a polyethylene resin, it can make a bag considerably stronger. EVA is often used in applications where a bag or film will be frozen, and helps the film resist cracking.

Anti-block. Anti-block is an additive that may reside in polyethylene resin or be mixed with a resin to alter its performance. When polyethylene resin is extruded, anti-block bleeds to the inside of the bags and increases the ease with which bags open.

Non-scratch. Non-scratch bags and film contain little or no anti-block additive. This additive, when it bleeds to the inside of a bag, may appear as a fine powder capable of scratching very delicate products. Because anti-block also makes the inside of bags slippery, however, non-scratch bags and tubing will be very difficult to open.

Slip. Slip is an additive that may reside in polyethylene resin or be mixed with a resin to alter its performance. When polyethylene resin is extruded, slip bleeds to the outside of the bags and increases the degree to which they slip, or glide. Slip makes bags easy to handle and prevents them from sticking to one another. High slip bags call for extra slip additive which increases the degree to which bags glide in any given process or handling, whereas low slip bags inhibit movement and promote grip.

Transparent. Transparent bags are see-through, regardless of their color. Light can pass through the film.

Opaque. Opaque bags cannot be seen through. Light can pass through the film.

## Contactus.aspx

#### Contact us

Our Customer Experience Team is available 8:00am to 8pm EST Monday thru Friday**.**  
Email us at [ce@laddawn.com](mailto:ce@laddawn.com) or call us at 1-800-446-3639. Our fax is 1-800-253-5246.

Corporate headquarters  
155 Jackson Road  
Devens, MA 01434-5246

#### Our other locations

Atlanta :: Cedar Rapids :: Dallas :: Reno

## Security.aspx

### Security & privacy

#### Secure Tools to Help You Manage Your Business

Laddawn has partnered with GeoTrust™, a global leader in Identity and Trust services. GeoTrust™ confirms and protects identities for e-business and enables secure online transactions. For your security, all communications with Laddawn.com™ are encrypted.

Click on the GeoTrust™ logo below to verify that Laddawn.com™ is a secure, authentic, and validated site.

How is the security of my order protected? Your password and customer number, in combination, assures that no one will enter your account unauthorized. Once in our system, you are protected by the same firewalls established to protect our database.

How is my password protected? Your password is stored in a separate area of our database from the rest of your customer data. It is as secure as our most guarded financial information.

How do I change my password? To change your password click here to be redirected.

I forgot my password? Call 1-800-446-3639, we will be glad to assist you.

Do you have a Privacy Policy? Yes. Your Privacy is important to us, we take it seriously. Please click here to read our policy.

## Tack on to Value Prop? (new page to be created) (Paraphrased from aboutladdawn.aspx, which is slated to go away)

#### More about Laddawn

* We manufacture and sell stock and custom plastic bags, sheeting and tubing. About 90% of our sales come from bags and film we extrude in our Boston, Cedar Rapids, Dallas, and Reno facilities.
* We have been ISO 9001 registered since 1996.
* **We sell only to distributors or resellers of our products**.
* Laddawn is a second-generation family business. We began manufacturing plastic bags in 1976.