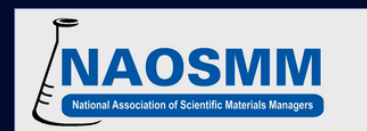




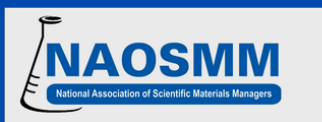
# WELCOME

NAOSMM ORGANIZATION MEMBER



# WE WOULD LIKE TO SAY HELLO

Hello NASOMM Member!



Welcome to Sorbtech! We are delighted to meet you and we would like to extend our sincere appreciation for considering Sorbtech as a source for products for your University Stores.

At Sorbtech, we prioritize delivering exceptional customer service that goes beyond your expectations. Our primary objective is to ensure that you feel valued and heard throughout your journey with us.

Through our exceptional customer service staff, you will receive real-time solutions and the highest quality products.

We understand the importance of transparent and timely communication, so you will never have to speculate about the status of your order or quote, or wait on our answers to your questions. .

As we embark on this partnership, we eagerly anticipate familiarizing ourselves with your needs and understanding the challenges you face. With our combined experience of over 100 years in chromatography, you can trust that Sorbtech is well-equipped to assist you in navigating any hurdles you encounter.

We hope you find this guide helpful and informative. Our dedication to serving you is unwavering, and we are committed to providing you with an unparalleled experience.

Thank you,  
***Marc Perla***  
President

# PRODUCTS FOR YOUR STOREROOM

At Sorbtech, we take great pride in offering one of the most comprehensive product portfolios for supporting the Chemistry Lab Instructional courses offered at your academic institution..

## BULK ADSORBENTS



- Silica Gel: Granular & Spherical from 2 $\mu$ m to 200 $\mu$ m and porosities from 60Å to 500Å
- Bonded Phases: C18, C8, C4, Amino, Diol, Phenyl, Cyano, SCX, WAX, Thiol
- Alumina - chromatography and industrial grades
- Polymeric Resins for chromatography and ion exchange
- Florisil™
- Polyamide
- Desiccants
- Gel Filtration (SEC) Resins

## TLC PLATES AND ACCESSORIES

- Normal Phase and Reversed Phase
- TLC Plates on glass, aluminum, & plastic backings
- TLC Plate Accessories
- Sorbtech Rocket Development Chamber
- Sorbtech Glass TLC Plate Cutter



## FLASH CHROMATOGRAPHY CARTRIDGES



- Sorbtech Purity™ Pre-packed cartridges (compatible with Biotage™, Buchi™, Isco™, Interchim™, etc.)
- Granular & Spherical Silica Gel: 20-45 $\mu$ m and 40-75 $\mu$ m
- Alumina and C18 phases
- Empty Flash Cartridges - pack the adsorbent of your choice in sizes from 4g to 3Kg





# NAOSMM WEBSITE PORTAL

YOUR FRONT DOOR TO SORBTECH CHROMATOGRAPHY PRODUCTS



## NAOSMM Members:

- If you don't already have an account on **shop.sorbtech.com**, **create an account**.
- Submit the application for Sorbtech's Stockroom program and let us know the email you used for your shopping account.
- We'll review your application, send you the password to Sorbtech's **Stockroom portal**, and configure your shopping account so you get the NAOSMM discounts (please allow 1 business day for review).
- Although designed as an online program, you can also get the Stockroom program pricing when placing your order by phone, email, or fax. **Contact your account manager** for more details.

[APPLY FOR STOCKROOM PROGRAM](#)

[VIEW WELCOME PACKET](#)

[SORBTECH STOCKROOM](#)

## PASSWORD REQUIRED

You will be emailed the portal password once you have submitted your Stockroom Application.

[JOIN NAOSMM TODAY](#)

Click on the graphic above to enter the [NAOSMM Portal](#) on the Sorbtech Website.

This portal will provide direct access to registered members for Sorbtech's exclusive, specially priced items available to NAOSMM members only.

USE THIS PASSWORD TO ENTER SITE

**St0ckr00m**

You are required to register with Sorbtech as a member in good standing with NAOSMM before being eligible for Sorbtech Special Pricing

[Register Here](#)





# EXAMPLES OF NAOSMM SPECIAL PRICED ITEMS FOR YOUR STORE

Examples of just **some** of our available NAOSMM products on our Web Portal

## TLC PLATES- GLASS, ALUMINUM, POLYESTER

Our plates are manufactured with stringent production controls. TLC layers are smooth, homogenous, uniform, and reproducible from plate-to-plate and lot-to-lot.



Cat. #	Description	Discount	List Price	NAOSMM Price
1624126	Silica G TLC Plates, w/UV254, polyester backed, 200um, 20x20cm, 25/pk	20%	\$ 205.85	<b>\$164.68</b>
1624147	Silica G TLC Plates, w/UV254, polyester backed, 200um, 5x20cm, 50/pk	20%	\$ 112.47	<b>\$89.98</b>
9115126	Silica Hard Layer TLC Plates, w/UV254, glass backed, 250um, 20x20cm, 25/pk	20%	\$ 213.75	<b>\$171.00</b>
9115190	Silica Hard Layer TLC Plates, w/UV254, glass backed, 250um, 2.5x7.5cm, 500/pk	20%	\$ 500.00	<b>\$400.00</b>

## SILICA AND ALUMINA DESICCANTS

Our Silica desiccants are high efficiency drying agents for use in laboratory or process settings. They feature high adsorption capacities, are noncorrosive and inert. They will maintain their physical integrity even when fully hydrated.



Cat. #	Description	Discount	List Price	NAOSMM Price
23000-1	Silica Gel Desiccant Spheres, 2-5mm, 1kg	40%	\$ 71.30	<b>\$42.78</b>
23110-1	Silica Gel Desiccant Spheres w/100% Blue Indicator, 2-5mm, 1kg	40%	\$ 113.16	<b>\$67.90</b>
92010-1	Activated Alumina Spheres, 1/8in, 3.2mm, 1kg	40%	\$ 73.67	<b>\$44.20</b>

## SILICA AND ALUMINA ADSORBENTS

Our products are manufactured under recognized international quality standards (ISO 9001 & 14001 certified) ensuring reproducibility from batch to batch, year to year.



Cat. #	Description	Discount	List Price	NAOSMM Price
40930H-5	Silica Gel, Standard Grade, 60A, 40-63um, 5kg	50%	\$ 689.38	<b>\$344.69</b>
40930H-25	Silica Gel, Standard Grade, 60A, 40-63um, 25kg	50%	\$ 2,512.90	<b>\$1,256.45</b>
15600-2.5	Alumina, Acid, Act. I, 50-200um, 2.5kg	40%	\$ 361.86	<b>\$217.12</b>
40940-2.5	Silica Gel, Technical Grade, 60A, 63-200um, 2.5kg	50%	\$ 381.66	<b>\$190.83</b>
40940-5	Silica Gel, Technical Grade, 60A, 63-200um, 5kg	50%	\$ 671.55	<b>\$335.78</b>



# GETTING STARTED

Welcome NAOSMM Member, Delighted to Meet You !

The remainder of this guide is designed to be of great assistance as we embark on our new partnership. Within the following pages, you will find crucial information regarding key contacts at Sorbtech, along with valuable resources to fulfill your informational needs. We encourage you to dedicate a moment to acquaint yourself with this guide, as it will prove to be highly beneficial.

---

## INSIDE YOU WILL FIND:


- WHO TO CONTACT
- EXPEDITE OR CHECK ON AN OPEN ORDER
- CHROMATOGRAPHY APPLICATION OR TECHNICAL QUESTIONS
- BILLING/INVOICES/CREDIT INQUIRIES
- RETURNS OR SHIPMENT QUESTIONS
- AVAILABLE ON-LINE RESOURCES
- USING OUR ON-LINE SORBTECH STOREFRONT



# SET UP AN OFFICIAL SORBTECH ACCOUNT

## IF YOU HAVE NOT YET ESTABLISHED A CREDIT ACCOUNT

Simply click on the form below and you can complete the application process to setup an account or get our W-9 for your records. Use this form to establish an account and issue Purchase Orders for Sorbtech Products

 **New Customer Intake Form**

Organization:   
Sales Tax ID:   
Sales Tax Exemption Certificate: **EMAIL PDF to** [acct@sorbtech.com](mailto:acct@sorbtech.com)

**Submitter Contact Information**  
Submitter Contact:   
Submitter Department:   
Submitter Email:   
Submitter Phone:

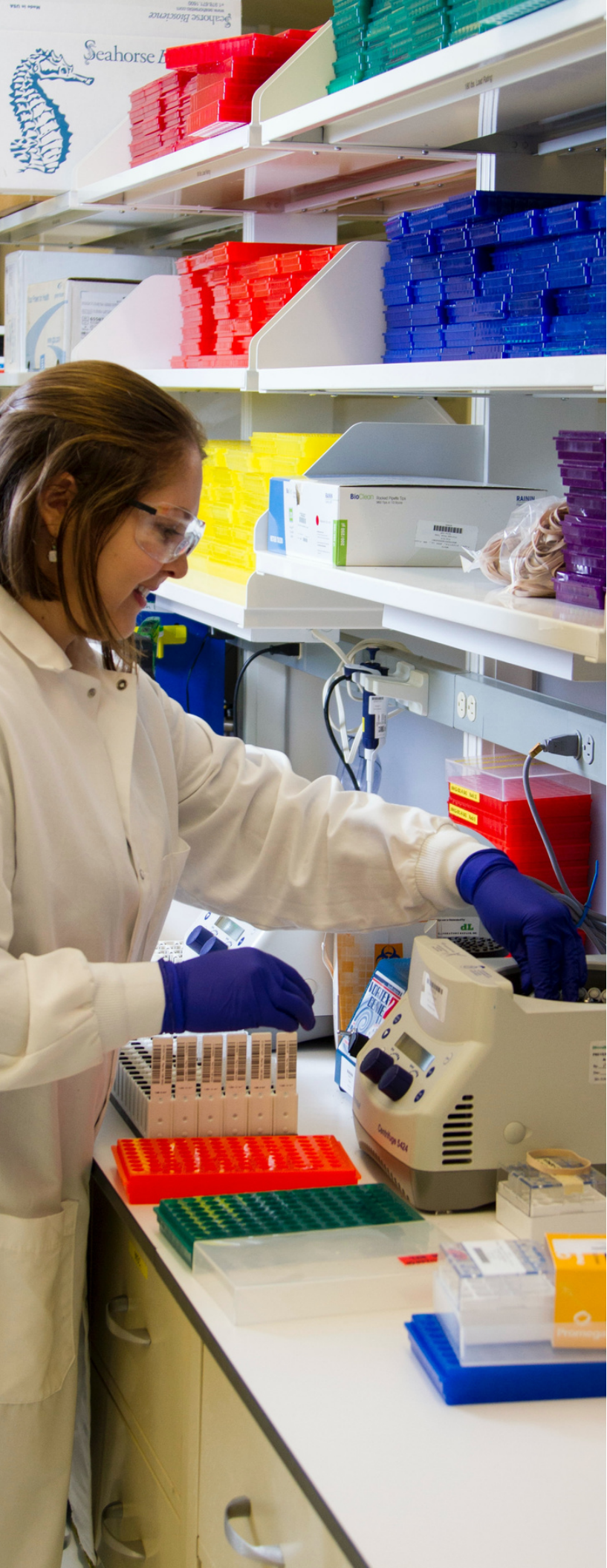
**Purchasing Contact Information**  
Purchasing Contact:   
Purchasing Department:   
Purchasing Email:   
Purchasing Phone:

**Accounts Payable Contact Information**  
Accounts Payable Contact:   
Accounts Payable Department:   
Accounts Payable Email:   
Accounts Payable Phone:

**Payment Method Information**  
Payment Method:

**Shipping Carrier Information**  
Preferred Shipping:

**SHIP TO Address1**  
SHIP TO Contact Name:   
SHIP TO Address Line1:   
SHIP TO Address Line2:   
SHIP TO City:   
SHIP TO State:   
SHIP TO Zip/Postal Code:



# SPECIAL NAOSMM DISCOUNTS

Exclusive Discounts Available to  
NAOSMM Members Only

## UP TO 50%

**ON A SELECT GROUP OF  
CHROMATOGRAPHY ITEMS CHOSEN  
SPECIFICALLY FOR THE UNIVERSITY  
STOREROOM**

If you have not registered as a customer  
on our Web Storefront, do it today.

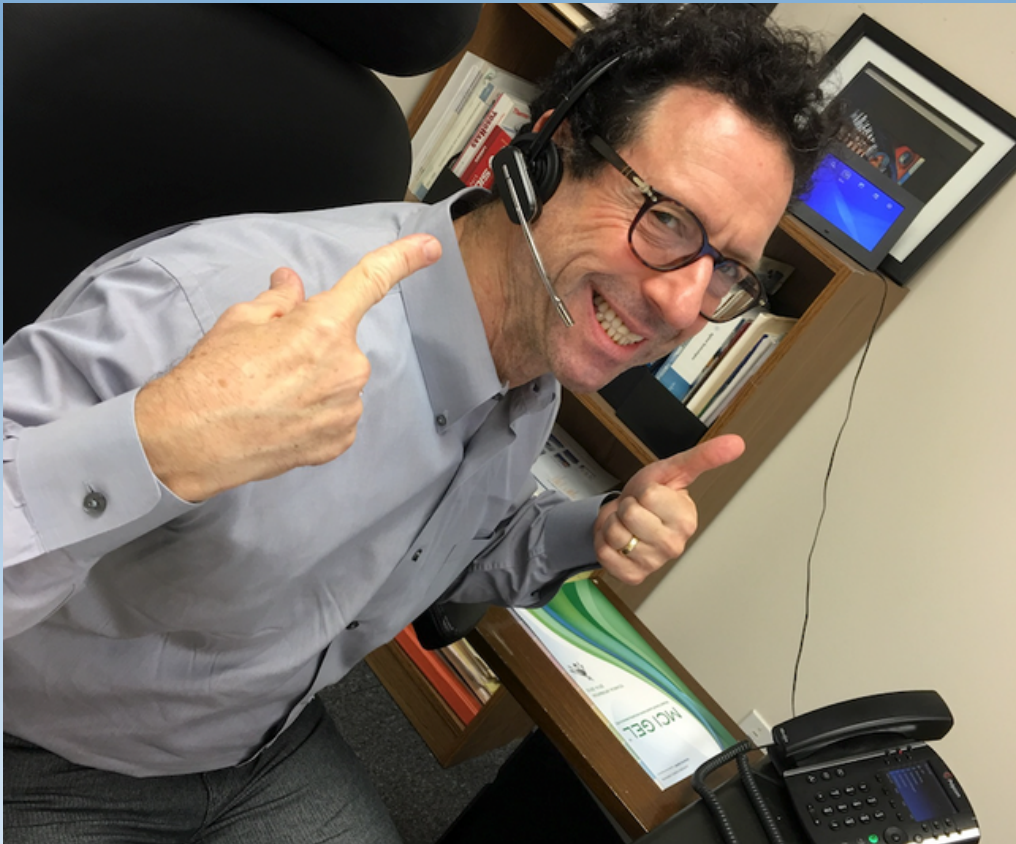
Now you can buy online, check pricing,  
and see all of our available products on  
your schedule, 24 hours a day, every  
day of the week, every week of the year.

Sign up today by [clicking on the icon  
below](#) and start receiving your NAOSMM  
discounts on select items for your  
storeroom.

The screenshot shows the Sorbtech website interface. At the top, there is a navigation bar with the Sorbtech logo, a search bar, and a 'Sign In' link. Below the navigation bar, there is a 'Create Account' section with a shopping cart icon. The 'Create Account' form includes fields for 'First Name', 'Last Name', 'Email', and 'Password', followed by a 'CREATE' button. Below the button, there is a link that says 'or Return to Store'.

Use the NAOSMM Product Discount  
Code at Checkout to Receive Your  
Special Pricing





# HI, I'M DAVID

Hi, I am David Schurer, Vice-President and Co-owner at Sorbtech

It is important to establish a connection with the person in charge who ultimately bears the responsibility for customer satisfaction. In my role, I am fully dedicated to achieving total and complete customer satisfaction.

I am committed to ensuring that your experience surpasses expectations and that every aspect of our interaction is nothing short of perfection. Rest assured, I will go above and beyond to make this a reality for you.

My contact information:

**email:** **[DSchurer@sorbtech.com](mailto:DSchurer@sorbtech.com)**

office phone: 678-222-0281

cell phone: 404-229-2819



# MEET OUR SALES TEAM

Come and say hello to our team. Our team isn't only exceptional at what they do, but they get excited helping customers succeed in their research.

You will not find a more dedicated, interested, and invested sales team who wants to ensure you get the information, products and technical assistance you need.



## JOE HUFF-SALES MANAGER

Joe is a Sales Management professional who brings a wealth of experience in Sales Leadership, Marketing, and Sales Training to Sorbent Technologies. Joe earned a BA in Chemistry from Florida Atlantic University and his MBA from Embry-Riddle University. Joe has a strong passion for helping others. He enjoys connecting and problem-solving for his customers with the ultimate goal of customer satisfaction.



## TREY MASSENGILL- ACCOUNT MANAGER

Southeast and Mid-Atlantic US Customer

Trey is one of our best, most hard-working representatives here at Sorbtech. He will ensure you find what you need, get the information you require, and respond instantly to your requests. Trey is an invaluable resource for you, call him today!.



## RAY LOMBARDI-GENERAL MANAGER

With over 43 years' experience in chromatography, Ray brings a wealth of unprecedented experience in application development, product understanding, and executive management to Sorbent Technologies.



# MEET OUR OPERATIONS TEAM

Allow us to introduce you to our esteemed operations staff. They are the driving force behind Sorbtech's seamless functioning, ensuring that everything operates like a well-oiled machine. These dedicated individuals work behind the scenes, performing their magic, and are instrumental in assisting our valued customers on a daily basis with all operational matters.



## TIANA CANNON-CUSTOMER SERVICE

Tiana serves as our central point of contact for all things Sorbtech. She is an invaluable resource for obtaining information, placing orders, expediting open orders, and reaching out to anyone within the Sorbtech team.

Tiana's expertise and dedication make her an indispensable asset in providing you with the assistance you need. In addition to your account representative, Tiana is your most valuable starting point for accessing the information and resources necessary to fulfill your requirements..

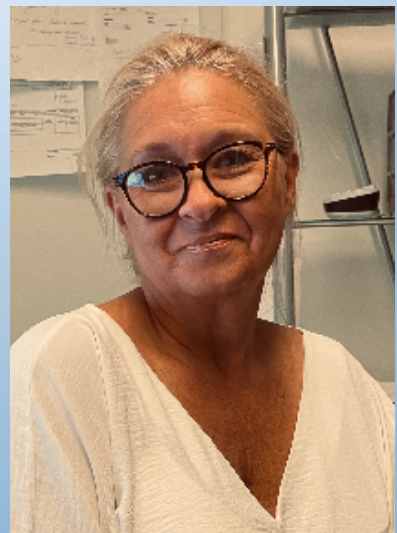
Direct Dial 770-936-0323

## ROBIN CASTLEBERRY- ACCOUNTING

If you require assistance with account-related matters such as checking on your account status, verifying open or pending credits, or obtaining Sorbtech's EIN or insurance certificates, Robin is your go-to person.

She possesses exceptional knowledge and is renowned for her graciousness and efficiency in addressing customer inquiries, particularly in the realm of accounting.

Feel free to reach out to Robin with any questions you may have regarding doing business with Sorbtech or any accounting-related concerns.



Direct Dial 678-222-0996

# KNOW WHAT TO DO!

This guide will serve as your roadmap to accessing the information, assistance, and technical support you require when interacting with our team.

We take immense pride in our exceptional team who treats each customer as a VIP. They are dedicated to being attentive, responsive, and compassionate to your needs. We encourage you to challenge us today and allow us the opportunity to exceed your expectations.

## 01 EXPEDITE AN OPEN ORDER

Here is what we will need to respond to your request

- Your purchase order number
- The Sorbtech order number, if you have it available
- Date you placed your order
- The item(s) you would like information about
- On-line orders please provide your Sorbtech order confirmation number

## 02 LOST OR DAMAGED SHIPMENTS

Here is what we will need to respond to your request

- Your purchase order number
- The Sorbtech order number, if you have it available
- If damaged, is damage to outside of box or only to the product inside
- If outside damage, any picture of damage to shipping container
- Did you inform the carrier about the damage to the shipping container?
- Retained all packaging for carrier inspection

## 03 REQUEST A RETURN (RMA) OF AN ITEM FOR CREDIT OR EXCHANGE

Here is what we will need to respond to your request

- Your purchase order number
- The Sorbtech order number, if you have it available
- The reason for your return
- Has any of the product been used or has the container been opened?
- Date of purchase and/or date you received the item

## 04 INQUIRE ABOUT A OPEN CREDIT OR INCORRECT INVOICE

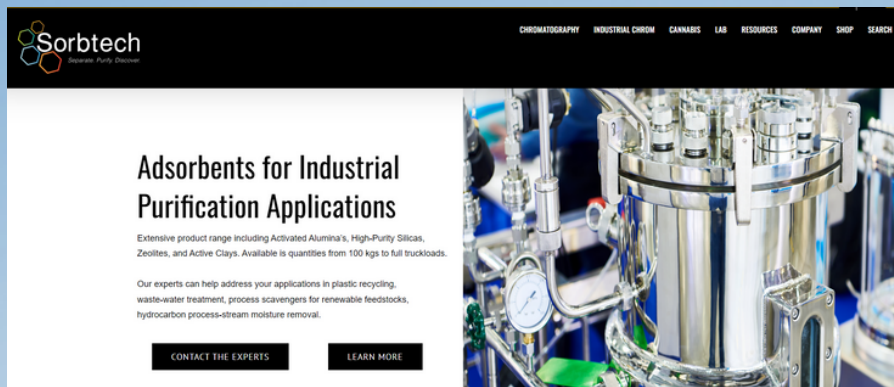
Here is what we will need to respond to your request

- Your purchase order number
- The Sorbtech invoice number, RMA number and date of that document
- On an incorrect invoice, amount disputed and what item(s) are in question
- If the invoice has been paid, do you require credit or if you are withholding payment
- On a returned item, when you shipped it back and who was the carrier



# ADDITIONAL RESOURCES

These are additional tools, resources and calculators you may find useful from Sorbtech



## [SORBTECH.COM](https://www.sorbtech.com)

Your first stop for all things Sorbtech. Our website is the perfect, easy access portal to obtain information about Sorbtech, our products and services

## [NEED A SDS FOR OUR PRODUCTS](#)

Need to obtain a safety data sheet for any of our products for your records? Simply click on the link above or on the image to the right.

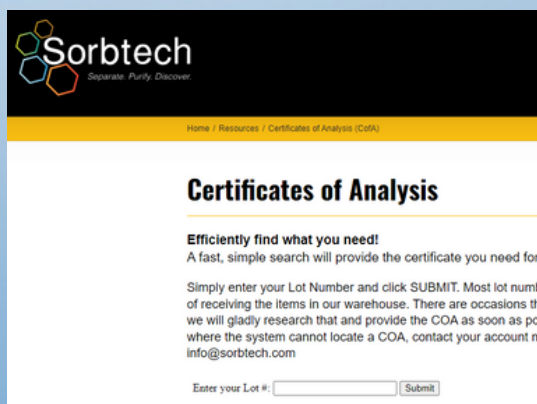


## [SEARCH FOR AN APPLICATION](#)

4000+ Application Development Methods. It's a cookbook for the separation scientist. Free open-access database of applications where you can search by keyword, substance, application, or by Sorbtech catalog number.

## [GET A C-of-A for YOUR RECORDS](#)

Need a Certificate of Analysis for your records or ISO program, no problem simply click the graphic here and have instant access to the information you need.



# TERMS & CONDITIONS



## ORDERS FOR SALES, TERMS, & CONDITIONS

### Payment Terms

Payment by valid credit card unless otherwise stated, FOB, Norcross, Georgia. Net 30 days are subject to approval and agreement. Shipping and insurance are prepaid and added to invoice. A charge of 1.5% interest per month late charge will be applied to accounts after net 30. Orders (domestic and international) may be payable by wired funds.

### International Orders

Please call [770-963-0323](tel:770-963-0323) to place your international order. Because shipping and insurance are prepaid and added to the invoice, we do not accept international orders online. All international orders must be prepaid. Orders under \$400 may be paid by credit card (Visa, Mastercard, Discover, or American Express) or ACH payments. Orders over \$400 are payable only by electronic transferred funds.

### Warranty

Sorbent Technologies, Inc. warrants its products to be free from known defects and shall conform to the description and specifications of such products as specified on the label, and in the catalog, datasheets, or literature at the time of the sale. Specifications are subject to change without notice.

Sorbent Technologies, Inc.'s warranty is strictly limited to the value of the product sold. This warranty is inclusive, and Sorbent Technologies, Inc. makes no other warranty, express or implied, including without limitation any implied warranties of merchantability and/or fitness for any particular purpose.

### Return Policy

Please contact us immediately if an item needs to be returned. We will issue a R.A.N. (Return Authorization Number) when and where appropriate. Returns are subject to approval and may incur a 25% restocking fee. If a product was shipped in error, no restocking fee will be incurred.

### Purchase Orders

Please call us at [770-936-0323](tel:770-936-0323) to be approved for an online PO. Once your name and company are approved, you may order online using purchase orders.

### Credit Cards

We accept Mastercard, Visa, Discover, & American Express. Include your credit card number, expiration date, and CVV code if ordering by credit card.

### Damaged Goods

Please inspect your shipment upon receipt. If external damage, accept only after driver has noted damage on all copies of delivery receipt. If you receive damaged goods or a shortage, contact the carrier immediately to make a claim. Save all packing materials to be inspected by carrier. All claims must be made within 5 days of receipt of shipment.





# FAQS

Here are some answers for frequently asked questions we receive from time-to-time.

## What if I'm not happy with the product?

We will certainly work with you to review the situation. If our product does not meet our stated specifications we will of course exchange, credit or replace it at your direction.

## What is the best way to contact you?

Within this New Customer Guide you will find email contact information as well as key contacts within our organization, including their phone numbers.

## How do I request a quotation?

Simply contact your account manager, or make your request through our customer service department. We will expedite your request promptly.

## Do you provide samples of a product?

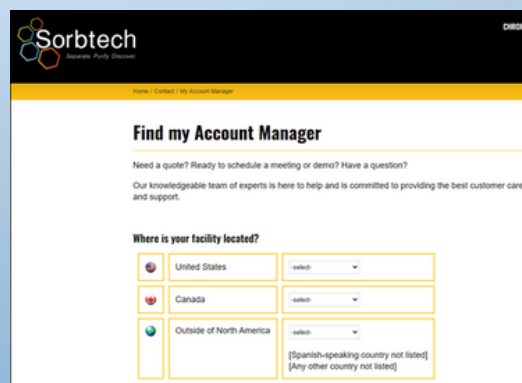
Once we have a discussion and fully understand your application we would be happy to work with you and supply you a possible sample if warranted.

## What payment options and terms are available?

We accept Mastercard, Visa, Discover, American Express, or electronic payment. Upon approval, Net 30 day terms are available.

## How do I find out who my salesperson is?

To find your account manager please click on the graphic here to locate the salesperson responsible for your company.



The screenshot shows the Sorbtech website header with the logo and navigation links. Below the header is a yellow bar with the text 'Home | Contact | My Account Manager'. The main content area is titled 'Find my Account Manager' and includes a sub-header 'Need a quote? Ready to schedule a meeting or demo? Have a question?'. Below this is a paragraph: 'Our knowledgeable team of experts is here to help and is committed to providing the best customer care and support.' The form section is titled 'Where is your facility located?' and contains three rows of input fields. The first row is for 'United States', the second for 'Canada', and the third for 'Outside of North America'. Each row has a dropdown menu and a text input field. The 'Outside of North America' row also includes a note: '[Spanish-speaking country not listed] [Any other country not listed]'.



# LET'S CONNECT

## CONTACT DETAILS

[info@sorbtech.com](mailto:info@sorbtech.com)

[orders@sorbtech.com](mailto:orders@sorbtech.com)

[www.sorbtech.com](http://www.sorbtech.com)

770-936-0323

Sorbent Technologies, Inc.  
5955 Peachtree Corners East  
Norcross, GA 30071 USA

