



**Black Lab**<sup>®</sup>  
Custom Toll Blending

## Black Lab FAQs

### 1. What type of products do you typically work with?

- A. Black Lab is a dry blending company, however, if liquids are a part of your blend, make sure to speak to your sales rep.
- B. Any new raw materials/finished goods will require an SDS review to assess health and safety concerns.

### 2. Can you tell me what the approximate price per bag will be of a blended product without a formula?

There are many different factors that go into pricing a new product. Once we receive a formula we will be able to give an accurate estimate.

### 3. What factors go into determining price?

- A. Formula
  - i. Raw materials
  - ii. Percentages of each of the raw materials
- B. Packaging
  - i. What kind? Bags, Supersacks, Pails, etc.
  - ii. Amount of material per package
  - iii. Number of units per pallet
- C. Labor Rate
  - i. This is an estimate based on prior experiences with similar products.
  - ii. As experience with the product is gained, this can be reassessed.

### 4. Can we supply our own raw materials?

- A. If it's a material that is not normally in stock, then yes. The material would need to be brought in on an order-by-order basis; no more than 6 months of supply at any given time will be stored.
- B. If the material is something that is normally stocked at Black Lab, then no. Black Lab would not keep separate inventories of the same product.

### 5. How can we ensure the secrecy of our mix design to protect our IP?

- A. Black Lab's top priority is protecting our customer's information and privacy.
- B. Signing a mutual NDA is the first step.
  - i. Can Black Lab use our NDA?
    - 1. Yes, if it is an MNDA, which will need to be reviewed and amended by Covia's in-house legal team.
    - 2. We prefer to use Covia's standard MNDA. Using Covia's MNDA allows us to start working together sooner.
- C. What if our formula is "standard" except for a few active ingredients? How can we protect these ingredients and their percentages of the overall product?
  - i. Some customers choose to send in "black box" components that they mix in-house or contract another toll blender to mix for them before sending to us. To ensure the health and safety of all of our team members, we will require an accurate SDS for any "black box" item.

For more information about Black Lab custom toll blending,  
please call: 800.258.3878 or email: [BlackLabCS@CoviaCorp.com](mailto:BlackLabCS@CoviaCorp.com).





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## 6. Can you help with formulating a mix design?

No, our customers' privacy is of highest importance. We will not want to give a perception of using one customer's private information to assist another.

- A. Our team has years of combined experience working in this space and are happy to give recommendations when possible.
- B. We can help determine offsets from your current formulation to materials that we already stock.

## Orders

### 1. What is a typical lead time to expect?

Orders are based on a first come, first serve basis (generally 7 - 10 business days).

### 2. What is your minimum order quantity (MOQ)? Can I order less than that?

- A. For blended material the minimum order quantity is 2 pallets.
- B. We strive to produce the highest quality, most consistent product possible and we cannot guarantee a consistent product with less than MOQ orders.

### 3. Can Black Lab warehouse my material after it is produced or keep stock inventory for last minute projects?

We have limited warehouse space and operate primarily on a made to order basis.

### 4. Can we trial new products?

Yes, we have several options for trialing depending on your needs.

- A. Small pilot blend of 1-2 units for initial testing.
- B. Scaled up to full trial batch/batches.

## Shipping and Packaging

### 1. What types of packaging do you offer?

Paper bags, super sacks, pails and drums.

### 2. Can Black Lab set up outgoing freight?

Yes, but with a mark-up. Make sure to speak to your sales rep about the different options.

### 3. Can Black Lab make blind shipments using our bill of lading so our customers do not know who is making the product?

Yes.

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