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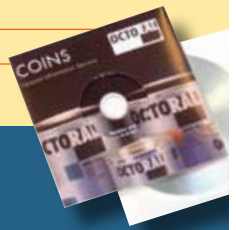
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## Volume changes various mixing colours

### (Specially for customers outside of the European Union)

Because of a rise in sales of the mixing colours MM513VF and MM513B, their packaging will change from 1l to 3.5l cans. You can order these mixing colours in 3.5l cans using the following product codes:

Mixing colour	Product code
MM513VF Octobase Metallic Very Fine	510803002
MM513B Octobase Bright Metallic	510804002



## TDS of hardeners and thinners

Technical data sheets are no longer available for hardeners and thinners. All the necessary information can be found in the TDS of the A component, which is used in combination with the hardener or thinner. We have also included a matrix in COINS in which the most important information from the TDS is shown. In the matrix you can see at which temperature and for which type of repair job you can use a certain hardener or thinner. It also shows an overview of the shelf life for every hardener and thinner.

## Updates

From the beginning of November the following additions/updates have been issued:

- **COINS CD-ROM version 7.1.0.0**
- **Connex CD-ROM version 246**
- **Addition Colour Box 11**

In November the updates registered to you have been added to your current orders. If you have no current orders, we will send the updates separately. Please contact us if you have not received them by mid-December.

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## New mixing colour lead-free Yellow Orange (specially for customers outside the EU)

Valspar is introducing a new mixing colour in the Octobase System: mixing colour MM540 lead-free Yellow Orange. This is a lead-free mixing colour that complies with the Australian ban on lead legislation. It is expected that other parts of the world will also continue to decrease the use of lead in mixing colours. This will mean that the formulas for new colours will only contain mixing colour MM540, but for now the old formulas will still show in COINS.

## Claims procedure

If upon arrival you find your goods, shrink wrap and/or tape to be damaged, we ask you to state this clearly on the bill of lading. There will be a change in section 16 on the bill of lading which will state: "Goods received in good condition; yes or no". You can indicate here that you did not receive your goods in the proper condition and add any remarks on the bill of lading.

Please send us a copy of this bill of lading as soon as possible, with an overview of the damaged goods and, if possible, a photograph of the damage. If the goods are no longer usable, we ask that you do not accept the shipment.

Please note that claims about transport by truck that we receive 2 weeks after the delivery date, can no longer be considered.

To avoid confusion: without a registration on the bill of lading we cannot consider your claim as we also need it to claim any possible damage from the transport company.

Because the transport of container shipments takes longer, we do, however, consider claims regarding container shipments that we receive more than two weeks after the delivery date.

We will soon send you a letter in which we will further explain the procedure and changes to the bill of lading.

## Sponsoring football team in the UK

One of the employees of our branch in the UK, Ryan Bennet, has been coaching the kids under 9 of a club in Doncaster since 2006: the Barnby Dun Colts. He coaches 20 players and two teams.

The sales manager of Octoral in the UK, Mike Robson, feels that all the work that Ryan is doing to help the local youth football club should be supported. This is why he decided to sponsor Ryan's teams this year.

Ryan would like to thank ADPCC (our UK branch) and Valspar for their support in giving the children the chance to develop themselves further. "I have a few excellent players. Last year two of our players were scouted for the Leeds United Junior Academy. They are fantastic boys and they are learning new skills that prepare them for playing a whole field," according to Ryan.

The picture shows the team wearing their sponsored outfits.



## Holidays Valspar bv

Due to Christmas and New Year's Day our company will be closed from Friday the 25th of December 2009 until Monday the 4th of January 2010.

When placing orders, please take this into account concerning your stock and new orders.

## Staff outing

On the 25<sup>th</sup> of September we enjoyed the annual staff outing of Valspar bv. We went to Noordwijk aan Zee on the Dutch coast for a day of sun, beach and activities. We flew kites, played volleyball, rafted and built sand sculptures around the theme of De Beer's 100-year anniversary. After a long day everyone enjoyed some relaxation time in the outdoor café with a nice drink and a great barbeque. This fantastic day ended with a golden glow thanks to the beautiful sunset shown in the picture.

