

SPECIALTY OILS AND WAXES



CALUMET
SPECIALTY PRODUCTS PARTNERS, L.P.

**CUSTOMER
SATISFACTION**

**Specialty
Oils & Waxes**

ABOUT US

With an expertise for processing feedstocks into high-quality specialty products, we are your partner for customized specialty oils, hydrocarbon gels and waxes.

WHY CHOOSE US

The Specialty Oils and Waxes division of Calumet builds proven niche connections through **innovation**, **unmatched customer service**, and **flexible operations** to deliver high-quality products that meet and exceed the unique needs and specifications of our customers. We deliver customer-centric products, value and services that far outpace others in the marketplace.

OUR COMMITMENT



Customer Engagement

Foster key values to our customers:
Understand expectations, provide clear communication, always listening and improving.



Exceeding Industry Standards

Formulate and execute strategic action plans based on specific areas of customer need, safely delivering products with the highest quality and integrity.



Transparency in Communication

Putting plans into action. Our goal is to exceed your expectations, provide continuity of supply with on time and full deliveries so you have confidence in your product planning.

■ Versagel®

■ Versastique™

■ Synergel®

■ Drakeol®

■ Petrolatums

■ TitanWax™

■ CalEster™



penreco

PARALOGICS

2780 Waterfront Pkwy. E. Dr. ■ Indianapolis, IN 46214
(317) 328-5660 ■ (800) 437-3188 ■ CalumetSpecialty.com



A PROVEN TRACK-RECORD OF SUCCESS

According to recent customer satisfaction surveys, the results were clear why Calumet Specialty Products is the right choice. Overall, here's what our valued customers had to say:

- Calumet Specialty Products is a great business partner.
- Calumet Specialty Products is responsive and reliable.
- Calumet Specialty Products customers are loyal, happy and frequently recommend our products to others.
- Calumet Specialty Products is a leading supplier of choice in its industry.

NET PROMOTER SCORE

- Our Net Promotor Score is approximately **70% higher** than an average B2B company. ^[1]
- Our Net Promotor Score is approximately **89% higher** than an average energy and chemical company. ^[2]

TESTIMONIALS

"Great Customer Service." – Wax Customer

"Very responsive, responsive to our needs, quality products, easy and open communication."
– Specialty Oils Customer

"I value our very good relationship with our sales representative, the quality support and the delivery performance via distributor." – Pharmaceutical Customer

"Calumet acts like a true partner." – Distribution Partner

THE RIGHT CHOICE

Let's work together. Contact your local Calumet Sales Professional or our Technical Support Team to learn how we can partner together to turn your ideas into reality!

Calumetspecialty.com

^[1] <https://www.deep-insight.com/what-is-a-good-net-promoter-score/>

^[2] <https://oroinc.com/orocrm/blog/whats-net-promoter-score-b2b-company-tracking/>

