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Calumet Drum Appearance Policy

Background

Calumet packages products in a variety of containers designed to transport and protect the quality of the products to destination, including drums. Drums are commonly used in the industry for packaging and shipping products. Calumet operates multiple packaging facilities for the purpose of providing this packaging option to customers.

Calumet supplies products in new 55-gallon open head and tight head steel drums, with the appropriate drum liner suited for the product. Calumet maintains technical specifications for drums and has inbound quality assurance procedures for receiving and utilizing drums. Each drum is inspected prior to filling. Once filled, sealed, and made ready for shipment according to customer labeling and packaging instructions, as applicable, Calumet documents the condition of outbound shipments of drums.

Even with careful handling, shipments of drums are susceptible to damage from a variety of sources. Elements such as moisture (direct or atmospheric), dust, dents, minor chime damage, minor out of round, surface rust, and scratches can accumulate and impact the exterior appearance of drums over the course of a shipment. The purpose of each drum is to protect the quality of the product it contains to destination. Therefore, these minor damage events to a drum's surface demonstrates that the drum is performing as designed to protect the quality of the product.

In response to customer inquiries regarding exterior damage on drums, Calumet is issuing the following drum appearance policy to clarify the acceptable level of damage to the exterior of drums.

Drum Appearance Policy

Drums are not required to be free from exterior moisture (direct or atmospheric), dust, dents, minor chime damage, minor out of round, surface rust, or scratches. Drums with minor exterior surface damage where product quality has not been compromised will be considered acceptable quality. Where drums can be wiped clean of dust, Calumet recommends that these practices be completed by the recipient to avoid introducing any debris from the lid into the product during drum opening. Please reach out to Technical@clmt.com or your sales representative for a tutorial video on appropriate drum opening techniques.

To further mitigate exterior surface damage on full-container international shipments, Calumet recommends that drums are not banded, palletized, or shrink wrapped as these practices are well documented to significantly increase the visual damage to drums.

Drums with structural damage not caused by the customer or customer's carrier or agent that results in compromised product quality are not acceptable. Calumet will document such instances in its nonconformance system, complete a full evaluation, and issue a corrective action.

For questions regarding this drum appearance policy, please contact your Calumet sales representative.

Effective April 1, 2025