

Table Rock Tea Company Co-Packing FAQs

Q: Under what circumstances will I incur an admin fee?

- A: We charge an admin fee when your project requires us to spend more time than we ordinarily budget to complete a task. We track this time and charge based on that. Below is a list of common reasons an admin fee would show up on your invoice -
 - Items arrive at TRT that were not on your order form
 - Item weights were different upon arrival from what is listed on the order form
 - Items arrive at or are shipped to TRT before your project order form has been approved
 - Items arrive in non-bulk bags that must be opened individually (if they take >15 mins to open, there will be a charge. You'd be surprised how long opening individual bags can take when it gets to be 100 or more!)
 - We must manually de-clump sugar or other ingredients
 - We have to spend an extensive amount of time revising and correcting your order form
 - You decide to alter or amend your order after it has already been approved
 - When you request product development, formulating, and/or testing.
 - Overage of time running calculations, weight verifications, and conversations as ingredients come in from multiple origins, in multiple formats over an extended period of time (For example: if some packages have weights and others don't, we have to sort through everything to see what we actually have, then run the formula percentages several times as missing or extra pieces come in, etc). You can save yourself some Admin charges by doing your own accurate math – if we have to constantly check you for math errors, we will charge for the time!

Q: Can I order items before I have received approval?

- A: No. Unfortunately, we rely on the approval process to ensure that when your items arrive, we know who they are for and what to do with them. We have extremely limited storage space and we only store items for projects currently in production.

Q: Do you supply packaging? Or, can you help me with packaging design or logos?

- A: No. If you would like advice on branding or style of packaging, that would fall under our consultation pricing. If you are asking us to perform pouching or cartoning services, you need to send us your packaging and labels ***ahead of your ingredients*** so that packaging can be labeled before being filled.

Q: What kind of packaging should I order?

- For pouching, we ask that you supply stand-up, gusset-bottom pouches that are resealable (zip-top seal is best). The zipper must be on both sides of the bag, so that we can zip it before we heat seal. If the zipper is on one side only, we won't be able to zip it before heat sealing and more time and care is required to transport it to the heat sealer. We recommend ULine as a good resource for a variety of different styles and sizes of pouches/containers.

Q: Can you help me with formulating my recipe?

- A: Sort of! This would fall under R&D. In the R&D process, we mix a few different versions of your recipe that you formulate and send them back for you to taste. If you are not wanting R&D services, your recipe needs to be finalized before sending us an order form. This means precise measurements (in grams) of each ingredient as well as the percentage of each ingredient within the mix. R&D can also be used to get your recipe from loose and volumetric measurements (like cups and tablespoons) into precise gram weights.
- We do not create blends for you! Your unique taste represents your unique brand, so flavor profiles are up to you to formulate. Along those same lines, we do not 'reverse engineer' flavor profiles from other companies.

Q: Do you source and/or supply ingredients?

- A: No. For tea sourcing, this varies greatly depending on the style and flavor profile you are looking for, and we encourage you to do your own research. We operate under NDA for all of our clients and do not divulge source information other than what is commonly available through an online search. Some of our most common suppliers of bulk herbs would be Frontier Coop, Pacific Botanicals, Mountain Rose Herbs, Pure Ground, and Monterey Bay Herbs & Spices.

Q: What's the turnaround time on a project?

- We typically estimate a 2-week turnaround. However, we will send you a more precise estimate once we have received all the components of your project and can "start the clock." The turnaround time, depending on what services you are requesting, will be influenced by staffing schedules, other projects ahead of you in the queue, and degree of your order's complexity.

Q: Do you require a "made by" label?

- A: Nope!

Q: How does shelf space work? Why am I being charged?

- We provide one free shelf per client per project. Clients may retain this shelf without a fee as long as they process with us at least once per quarter. Materials that are left longer than

3 months will be charged a per diem shelf fee. If your materials reach the point where they overflow onto additional shelves, you will be charged a per diem shelf fee for each additional shelf. Our storage space is extremely limited, so it is our preference that clients order only what they need per project and allow us to ship any extra back to them. We do not track inventory.

Q: Can I send only the exact amount of material I need to be processed?

- A: We recommend sending a little extra (1/4- 1lb) material for the reasons listed below. Please specify in your order form if you would like the extra sent back to you, if you would like it composted, or if you are ok with us using all of it even if it causes a discrepancy in the final unit numbers (27 pouches instead of 25, etc.)
 - Machine Specifications - Our pouching machines can only fill up to a whole gram. For example, if you wanted a pouch filled to 1.5oz (42.52g) we would have to fill it to 43g. Please note that your final product must contain the exact amount (or slightly more) than what is specified on your packaging.
 - Machine Error - Our tea sachet machines have a margin of error of 0.15g. This doesn't seem like much, but it can add up over thousands of 2g sachets.
 - Human Error/Spills - Though we do work with machines to make the process faster, everything in our shop is done by a human. Over thousands of units, though we try to avoid it, mistakes do sometimes occur. If you do find excessive errors in your order, please call or email us and we will work with you to make it right.

Q: When I received my sachets, why were some stuck together?

- A: Sachets may occasionally stick together through the heat sealing process and can usually be separated without damage.

Q: Can I mill and sachet any herbs?

- A: All herbs are not the same – some are tricky! 'Fluffy' herbs (Mullein, raspberry leaf, etc.) do not mill well or sachet well due to their clumping characteristics. However, we are able to loose-leaf pouch such herbs. Grasses (lemongrass, ginger grass, etc.) tend to shred and don't always mill down to a consistent size, so expect some larger/longer pieces to end up in the final product.

Q: How do I know what milling specifications are right for my project?

- A: We need three (3) specific pieces of information from you: 1) What is your target particle size (ex. Between 1/8-1/4 inch), 2) If we cannot meet your target exactly, do you want us to lean bigger or smaller, and 3) what is the final application of the product (tea bags, loose leaf pouches, bulk, etc.). If you've milled this material before, the best way to ensure we get it right is to send us a sample of the target size.

Q: Why is my order form not approved?

- A: Below are some common errors that can delay approval:
 - Ingredients, labels, or packaging listed on the communication tab are left off the ingredients tab, or vice-versa. The supplier name and the quantity being ordered must also be listed.
 - Your weights don't make sense. For example, you ordered 1000 2g sachets, but you list that you're ordering 10lbs of material. What are we doing with the extra?
 - Are the shipping and/or billing addresses present? Is your shipping address commercial or residential? If palletized shipping, do you require a lift gate or do you have access to a forklift?
 - The project description isn't clear enough. Example (and we've had this): "Put it into bags."

Q: Why is pricing so different for pouching more than 500 grams?

- A: We are not able to use a pouching machine to fill more than 500 grams, so we would need to fill by hand and manually weigh each pouch.

Q: Can I call for help with completing the order form?

- A: Absolutely! We will gladly help you finalize the details. We want you to be successful, and the best way to do that is to make sure we have clear enough instructions for us to do your job right!