



Bleached Paperboard Claim Submittal Guidelines

It is our desire to have our response on claims to you within 10 days. To help us to achieve this goal we request you to provide as much information as is reasonable. The reverse of this document can be used to submit your claim or you may use your own form as long as the information is complete.

All claims should be sent to the Technical Services Manager assigned to your account. If you are unsure who that person is, contact your GP Account Manager or Customer Services Specialist.

General guidelines for claim documentation are:

Transit Damage:

1. A copy of the Shipping Manifest.
2. A copy of the Bill of Lading.
3. For wet rolls on truck shipments the driver must sign indicating the rolls were received wet unless the load was a 'drop trailer' shipment.
4. For wet rolls on rail shipments contact the railroad and obtain either an inspection report or damage waiver properly signed.
5. Photographs or samples that clearly indicate the damage.
6. A complete list of the rolls involved and any observations made concerning them.
7. If the damage was not noted upon receipt please provide details as to how the damage was discovered.

Printing Issues:

Include the following as are appropriate to the situation.

1. Descriptions of the problem, including which colors were affected.
2. State any steps taken to attempt to resolve the issue and the results.
3. Printed and unprinted samples exhibiting the defect with specific roll numbers.
4. A list of the inks, varnish, or coating used and the color sequence.
5. If debris, tape pulls or other samples of the problem material.
6. A brief description of the printing equipment.
7. Roll numbers involved.
8. If the entire order was not converted indicate which rolls have been processed.

Converting (Cutting, Folding, Gluing) Issues:

1. A description of the problem and the steps you have taken to resolve the issue.
2. A brief description of the equipment being used.
3. Samples exhibiting the defect if possible. Photographs are acceptable if they clearly illustrate the problem or defect.
4. If you can trace it back to a roll, or group of rolls, include the roll number(s).

Other documentation:

1. If a problem is intermittent, your observations as to its frequency and extent.
2. Please note any special conditions during the time this problem occurred.

For further assistance please contact a Technical Manager, your G-P Bleached Paperboard Account Manager, or your Customer Service Specialist.