

ROLL STOCK COMPLAINT PROCEDURES

Any complaint that you may have in connection with our warranty for conformity to specifications or in transit damage or loss that affects Georgia-Pacific Containerboard LLC (GP) roll stock, must be filed in accordance with these Roll Stock Complaint Procedures. If you follow such Roll Stock Complaint Procedures and otherwise in accordance with our Terms and Conditions of Sale, below are the remedies that are available to remediate complaints. This process is important to us as it enables us to correct root causes, if any, and prevent occurrences of like complaints.

- Quality Claims: Provided you follow our Roll Stock Complaint Procedures, including providing us notice in writing and samples of GP roll stock that does not conform to specifications within 30 days of converting it to sheets or boxes or, if not yet converted, within 180 days following the date of delivery to you (unless otherwise provided in Seller's specification which are available upon request), we shall, at our option, either replace (solely upon the delivery terms applicable to the subject order) that portion of the GP roll stock found by us to be nonconforming, or refund to you the purchase price or portion thereof actually received by us for the nonconforming portion of the GP roll stock.
- In Transit Damage: Provided you follow our Roll Stock Complaint Procedures, including, upon receipt of delivery, noting the damage to GP roll stock on the bill of lading if by truck and in any case notifying us in writing of the damage immediately, but in any event within seven (7) days following receipt of delivery, if in transit damage occurs prior to the transfer of risk of damage for the GP roll stock to you and you accept such GP roll stock, then GP will pay you for the actual damage to such GP roll stock, accounting for salvage value if applicable, as determined by us, not to exceed the purchase price for the specific containerboard giving rise to the claim.
- In Transit Loss: Provided you follow our Roll Stock Complaint Procedures, including notifying us within sixty (60) days of the expected delivery date, if in transit loss occurs prior to the transfer of risk of loss for the GP roll stock to you, then we shall, at our option, either replace (solely upon the delivery terms applicable to the subject order) that portion of the GP roll stock lost, or refund to you the purchase price or portion thereof actually received by us for the lost GP roll stock.
- Note: In no event shall our liability to you extend to include incidental, consequential or punitive damages. The term "consequential damages" shall include, but shall not be limited to, loss of anticipated profits, loss of use, loss of revenue, and cost of capital.
- Note: The notices referenced above should be given to Containerboard Technical Services at the numbers and/or addresses set forth at the end of these Roll Stock Complaint Procedures.

You must file a complaint within 30 days of the date of the notification described above to us. Provided that all required supporting documentation and information regarding the complaint is provided to us within 60 days of the date of the complaint, our investigation should be completed in 15 days. If the complaint is not filed within 30 days of the date of notification or such documentation and information is not provided within such 60 day period, then the claim will be deemed waived and any complaint with respect to such claim shall be denied.

We reserve the right to unilaterally modify or amend any portion of these Roll Stock Complaint Procedures at any time without prior notice. The current version of these Roll Stock Complaint Procedures and any modifications or amendment supercede all prior versions of these Roll Stock Complaint Procedures. The most current version of these Roll Stock Complaint Procedures may be found at the Georgia-Pacific website (www.gp.com) and are otherwise available upon request.

If you have any questions or concerns regarding conformity to specifications or in transit damage or loss issues or the filing of a complaint, please contact Containerboard Technical Services at the numbers and/or addresses set forth at the end of these Roll Stock Complaint Procedures.

Thank you for your assistance in helping us improve our ability to serve you.

FILING A COMPLAINT-GENERAL

- For the claim to be processed as a **Monetary** complaint, the damage must be valued at **\$100 or more**.
- If the damage is valued at **less than \$100**, we still encourage you to submit the complaint as an **Advisory** complaint.
 - Advisory complaints do not yield any payment or credit to the customer, but they are extremely important in notifying our mill of a problem so that the root cause, if any, may be identified and rectified. It is strongly suggested that all issues are reported to prevent future recurrences.
 - An Advisory complaint may be submitted formally by sending the completed Form GP09059 to, or informally by simply calling, Containerboard Technical Services.
- When filing a complaint with GP, all information should be sent to Containerboard Technical Services. See contact information on the last page. Be sure to include:
 - A completed complaint (Form GP09059) is required for each complaint.
 - Fill out all necessary fields, including Roll Numbers, Damaged Amount, Roll(s) Weight, Roll(s) Lineal Footage, Price/Ton, Basis Weight, Order Number, etc.
 - This information is readily available on the Bill of Lading or the Transit EDI Report.
 - Only rolls from the “same” order number or invoice can be entered on a single complaint. If you have a complaint involving rolls received under different orders or invoices, submit a separate complaint for each such order or invoice.
 - If there are more than 5 rolls involved, please list the additional rolls in an addendum to Form GP09059. See the attached files.
 - Required documentation as indicated below and, for quality claims, samples.
- You have 30 days from the date of notification to file a complaint.
- You have 60 days to submit all required information, documents, samples, etc. required to process the complaint investigation. The clock begins ticking on the date a complaint is submitted to Containerboard Technical Services. If any required information, documents, samples, etc. are not received during this timeframe, the complaint will be denied and may not be resubmitted.
- Investigation of a complaint should not exceed 15 days from the date that all required documentation and information supporting a complaint are received.

QUALITY DAMAGE

For quality issues, you may file a complaint for roll stock that does not meet our specifications. This includes problems such as slime holes, bonding problems, blistering, moisture variations, etc.

- If roll stock included in a shipment arrives that does not conform to specifications, please submit a complaint in accordance with these procedures to Containerboard Technical Services.
- You must notify us in writing within thirty (30) days of converting the Containerboard to sheets or boxes, and if not yet converted, within 180 days after the date of receipt of delivery (unless otherwise provided in our specifications which are available upon request) of any claim for nonconformity to specifications or the claim will be denied.

REQUIRED PROOF OF DAMAGE

- Samples of the paper and combined board must be submitted.
 - For **Converting Issues**, please submit 2 samples of combined board illustrating the quality defect.
 - For **ALL Quality Issues**, please submit a sample of the liner or medium cut 2ft in the machine direct x the full width of the roll ---please mark the roll number and area causing the quality issue.
 - Please indicate on the complaint form that samples are being submitted, and you will be notified where to send them.
- Pictures of the paper - electronic versions are preferred due to the convenience of forwarding them on to the mill.
 - Pictures should illustrate the damage or issue encountered.
 - Annotate each picture with the appropriate roll number.
 - NOTE: Submitting both samples and pictures is not always required. Samples are required and pictures are always recommended to have a more thorough investigation. Please contact Containerboard Technical Services if you wish to submit samples only so that they may determine whether this will be acceptable.

IN TRANSIT DAMAGE

For in transit damage, you may file a complaint for roll stock that has been torn, suffered water damage, or been damaged in any other way while in transit to your facility.

- If a shipment arrives and has been damaged while in transit to your facility, please submit a complaint (Form GP09059) in accordance with these procedures to Containerboard Technical Services.
- You must notify us in writing immediately but in any event no later than seven (7) days following receipt of delivery of the damage or the claim will be denied.
- You must submit the transportation documents relevant to the shipment that suffered the in transit damage.
- You must submit pictures of all of the damaged rolls.
 - If more than one roll is damaged, be sure to take pictures of all of the damaged rolls.
 - Annotate each picture with the appropriate roll number.

REQUIRED DOCUMENTATION

If the roll stock was received by truck:

- The Bill of Lading (shipping manifest) should be annotated with the extent of the damage noted beside each roll number. Ensure that the truck driver signs the Bill of Lading, acknowledging the damage.
 - NOTE: Please be sure to include the type of damage suffered and the amount of paper that was damaged.
 - NOTE: A Claim without the driver's signature stands a very high probability of being denied.
- Complete Form GP09059.
- Collect the transportation documents relevant to the shipment that has suffered damage, including the annotated bill of lading signed by the driver.
- Take pictures of the damages to the roll stock and submit them along with the completed Form GP09059 and the relevant transportation documents to Containerboard Technical Services.

If the roll stock is received by rail:

□ **For all rail carriers**

- Immediately notify the rail carrier of the damage and be sure to document any form of communication that you have with such rail carrier. Not only must be the rail carrier be notified of the damage immediately, but we must have written proof that this notification has happened.
 - If needed, contact information can be provided by Containerboard Technical Services.
 - Keep all correspondence (e-mails, faxes, etc.)
- Complete Form GP09059.
- Collect all transportation documents relevant to the shipment damaged in transit, including any bills or lading.
- Take pictures.
 - One picture must be taken before the rolls are removed from the railcar, the door is open, and the photo is taken from about 15 feet away from the railcar.
 - Additional pictures demonstrating representative damage to the rolls are required also.
 - Report any telephonic communications you have had with the railroad, using the following format:

Date/Time	GP Contact's Name	RR Contact's Name	RR Contact's Phone #	Communication Notes

- Submit the completed Form GP09059 along with the relevant transportation documents, pictures and any and all communications you have had directly with the rail carrier, including all submissions, to Containerboard Technical Services.

□ Norfolk Southern

- **If the claim is under \$5,000** worth of damage, fax (to (404) 582-5363 or email (to clcreech@nscorp.com or jtford@nscorp.com) the following information:
 - Complete the GP09059 form. This should include the dollar amount for the claim.
 - Pictures are required.
 - One picture must be taken before the rolls are removed from the railcar, the door is open, and the photo is taken from about 15 feet away from the railcar.
 - Additional pictures demonstrating representative damage to the rolls are required also.
- **If the claim is over \$5,000**, call 1-800-742-6313, they will take your information, and possibly send someone out to inspect.

□ CSX

- You will need to file for an Exceptions Report by calling 1-877-744-7279. This will place you into an automated phone directory where you will select Option #5 followed by Option #5, followed by Option #1 followed by Option #2.
 - You will be given a USER ID and PASSWORD.
 - You will be given an Exception Report Number.
 - Report the damage by going to www.shipcsx.com.
 - The screen should be titled, "Ship CSX eBusiness".
 - If you are new to this website, please click "Register Now" to set up an account with CSX.
 - If you are not new to this website, sign in and continue with filing for an Exceptions Report.
 - Use the User ID and password to access your Exception Report.
- Include a copy of the printed Exceptions Form along with the submission of the completed Form GP09059, the collected transportation documents and pictures to Containerboard Technical Services.

□ Union Pacific

- If a damaged load is received, the value of the damaged paper must total a minimum of \$250. However, if the shipment originated from another carrier, this does not apply.
 - Complete the GP09059 form
 - Pictures are required.
 - One picture must be taken with all the rolls in the railcar, the door open, and taken from about 15 feet away from the railcar.
 - Additional pictures demonstrating representative damage to the rolls are required also. Union Pacific does not require pictures of all the rolls that were damaged.

- Submit GP09059 form, with the computations for the damage, and the pictures to:

Union Pacific Damage Prevention Services
111 Magnolia Street
Palestine, TX 75801

- Railroad liaison is Danny Glenn 1-800-521-3252, Ext. 7735

IN TRANSIT LOSS

For in transit loss, you may file a complaint for roll stock that has been lost in transit.

- ❑ If a shipment or one or more roll stock is lost while in transit to your facility, please submit a complaint (Form GP09059) to Containerboard Technical Services.
- ❑ You must notify us in writing within sixty (60) days following expected delivery date of the shipment or the claim will be denied.

SUBMITTING THE CLAIM

- ❑ E-mail, fax, or mail the completed complaint Form GP09059 w/addendum (if required) and all required documents to Containerboard Technical Services.

Via Mail: Georgia-Pacific Containerboard LLC
133 Peachtree Street NE
11th Floor, ATTN: Containerboard Technical Services
Atlanta, GA 30303

Via E-Mail: CBTECHSD@gapac.com

Via FAX: 1-404-487-4369

- ❑ Digital photographs should be e-mailed to CBTECHSD@gapac.com. If your photos are not digital, please indicate that on the complaint Form GP09059 and you will be notified where to send them.
- ❑ If you have any questions, please contact Containerboard Technical Services at 1-800-395-2880, or email one of the addresses listed above.