



G L A T F E L T E R

Glatfelter Carbonless and Forms SERVICE AND POLICY MANUAL

Effective August 1, 2008

At Glatfelter, we pride ourselves on offering the business forms industry the highest quality Carbonless and Business Information Papers line possible. We endeavor to provide reliable and dependable service platforms to complement the quality of our products as well. This Products and Services Manual is designed to document the policies and procedures for our product lines. If you have any questions, please contact your Glatfelter Territory Manager, Customer Service Representative, or email paperinfo@glatfelter.com.

ORDER CUTOFF TIME

Customer orders placed via fax, phone, website or EDI must reach Customer Service by specified order cut off times. Orders communicated to Customer Service after the designated cutoff time (please refer to your regional delivery schedule) will ride on the next scheduled delivery date.

Exceptions that may be considered to additions after the cut off include:

- Glatfelter communication issues (EDI, Website, Fax down)
- Replacement paper due to service errors
- Paper quality issues.

STOCK ORDER CHANGES

Changes and/or cancellations for stock orders must be made prior to truck loading and carrier pick up, without exception. After that time, the order will be subject to the mill return policy (see Return Policy, p. 8).

SPECIAL MANUFACTURING ORDERS

Special manufacturing orders for Carbonless and Business Information Papers (including Security Papers) are firm at time of order and, as a result, have no last date to change (LDC). These orders often enter the manufacturing process closely after their acceptance, therefore we cannot guarantee that the order can be cancelled or modified after entry.

- If an order needs to be modified after entry, and it is confirmed not to have entered the manufacturing process, modifications will be allowed.
- Making orders placed are subject to trims, minimums and stated turnaround times (5, 10, 21 day turns). Requests for improved manufacturing dates outside stated turns must be approved by the business line Product Manager.
- Making items which have already entered the manufacturing process may not be cancelled, excepting extraordinary circumstances approved by the business line Product Manager.

BACK ORDERED ITEMS

- Stock order items which are not in inventory, or making items which will not meet their agreed upon delivery date, are subject to substitution with a larger item with appropriate approval.
- Backordered items are not subject to freight charges provided the original order met the required logistics minimum to ship.
- Order items stocked out at Glatfelter Regional Warehouses will be replenished and filled from that warehouse unless extenuating circumstances require pulling the order items from the mill.

REGIONAL WAREHOUSE STOCKING POLICY

Product will generally be sourced from the customer's designated primary facility which is designed to produce the best delivery option. If product must be backordered from the primary facility, Glatfelter may consider alternate sourcing from one of our other stocking facilities which in some instances may require applicable freight charges.

Backordered items may be consolidated with other purchase orders shipping to the same consignee to meet minimum shipping requirements for full freight allowed (FFA).

FOREST CERTIFICATIONS

Glatfelter is proud to have achieved triple chain of custody certification to three key forestry standards: FSC, SFI, and PEFC. This acknowledgement by the internationally-recognized independent organizations reinforces Glatfelter's legacy of being a socially and environmentally responsible paper manufacturer.

While we are a certified producer, we also offer chain of custody certified products as well. (Cont'd)

If you require FSC, SFI, or PEFC certified products please contact your Glatfelter sales representative as we have the ability to offer chain of custody products on a making basis in most of our carbonless and forms grades.

APPLICABLE UPCHARGES

Note: Up-charges are not subject to discounting via contractual pricing.

SMALL ROLLS

There is an up-charge for all Business Information Papers of roll widths 17" or less as follows:

- Less than 8.5 inches: \$2.25/CWT
- 8.5 inches through 10.99 inches: \$1.75/CWT
- 11 inches up to and including 17 inches: \$0.50/CWT

There is an up-charge of \$2.50/CWT for any Carbonless Roll product under 6 1/8th inch.

Minimum roll width available on all products: 6 in.

PALLETS

An up-charge of \$1/CWT is applied for all rolls, whether Carbonless or Business Information Papers, requested by the customer to be shipped on pallets.

ROLLING POSITION

Requests to ship rolls in rolling position will be considered but are subject to safety considerations and the capabilities of the shipping department and/or warehouse. There is an up-charge of \$3/CWT applied when shipping in rolling position.

RECYCLED CONTENT

Glatfelter maintains a core value of environmental responsibility and is committed to providing products with a post-consumer waste content where practical, and in accordance with the U.S. Federal Trade Commission guidelines. **An up-charge of \$2/CWT for every 10% of Post Consumer (PCW) fiber on Business Information Papers ordered will apply.** Sequel® Recycled Carbonless products already has appropriate up-charges applied in its pricing standards; if additional PCW content above 30% is required, then this charge would apply. Contact Customer Service for additional questions.

SHEET PRODUCT MINIMUMS AND TRIM GUIDELINES

All requests are subject to mill constraints and approval.

Glatfelter has many making options available for Carbonless Sheets. Please refer to the Carbonless Sheets Price Manual for pricing and minimums for these items.

1. All making sizes are subject to trim up-charges. Where necessary, they will be applied at \$2.00/cwt per inch of trim loss.
2. Shipments of plus or minus 10% from stated minimums will be considered good for delivery.
3. For collations incorporating CF Ledgers and Tags, or other combinations not covered in this stock list, contact your Glatfelter Customer Service Representative.
4. Customers will be responsible for additional costs incurred if special ream wrap, cartons, or skids are required to package an order.
5. All sheet sizes 17" x 11" or smaller will be ream sealed.
6. Altering the grain direction of a stocking size is considered a special making item.
7. Minimum sheet size is 8" x 8".
8. Shrink wrapped packing on skids without cartons is available for a \$2.50/CWT up-charge.

Punch (Drilled Holes) and Perforation

Options:

Punched forms are available in a variety of standard formats. An order form contains popular options and can also be used for both standard and non-standard requests.

- Perforated forms are the Excel® Snap-Set® and Xcelerator® Snap-Set® offerings. These items are perforated grain long, ½ inch from the edge.
- Special perforations (such as cross grain perforations, multiple perfs, etc.) are available. For special perforating or punching inquiries, please contact your Customer Service Representative.

ROLL PRODUCT MINIMUMS AND TRIM GUIDELINES

Carbonless and Business Information Papers

All requests are subject to mill constraints and approval.

- All making sizes are subject to trim up-charges. Where necessary, they will be applied at \$2.00/cwt per inch of trim loss.
 - Please consult your Customer Service Representative for the amount of trim loss incurred for a specific product.
- Shipments of plus or minus 10% from stated minimums will be considered good for delivery.

STOCKING ITEM ADDITION AND INVENTORY POLICY

Glatfelter maintains a substantive stocking program for key customer materials. If an additional material is to be considered for the stocking program, it must meet the following minimum requirements and have approval of the Product Manager or Director level.

- Forecast must be provided (sales per month) for each storage location where target inventory has been determined to be needed. Forecast must meet benchmarks to be considered as a new stocking item; contact your Product Manager.
- Expected per month order frequency must equal a minimum of 2 times and expected turns are minimum 8 per year.
- If a grade or SKU is added for a particular customer, and then later determined to be unnecessary, the customer is responsible for the ownership of this product (to a total volume of the 30 day forecast for said item) and will be shipped and billed for the product.

Glatfelter does not guarantee stocking items to be in stock at a given time, due to the changing nature of customer order patterns. Consequential damages from items being out of stock are not the responsibility of Glatfelter.

We also reserve the right to optimize our standard stock portfolio as business conditions dictate and printing of a stock material in a handbook or other item does not guarantee it will remain a stocking item.

MANUFACTURING CAPABILITIES AND TOLERANCES

Basis Weight: Variation of +/- 5% from the stated nominal basis weight is considered to be acceptable and within trade tolerance.

Lineal Footage: Glatfelter Carbonless Roll products are manufactured within +/- 200' of the lineal footage listed/ordered.

Roll Diameter:

- Carbonless Roll products are manufactured to lineal footage (see lineal footage above).
- Glatfelter's Business Information Papers are as follows:

<u>Specified Diameter</u>	<u>Tolerance</u>
Nominal value	+/- 1"
Maximum value	exact to 2" under maximum
Minimum value	exact to 2" over minimum

Roll Width: Unless otherwise specified on the order, carbonless rolls will be considered acceptable within +/- 1/32" of the ordered size. Call your Customer Service Representative if you require tolerances that differ from above.

Sheet Dimensions: The following constitutes acceptable product unless otherwise ordered:

<u>Sheet Size</u>	<u>Tolerance</u>
Under 374 square inches	0 to +1/32"
374 square inches and Over	0 to 1/8"

NOTE: Loads from precision sheeting equipment may give a visual appearance of unevenness; however, precision sheeted paper will be equal to or better than guillotine trimmed paper in sheet-to-sheet squareness and size variation. If precision sheeted paper is later cut to a smaller size, it must be trimmed on all four sides to assure uniformity and squareness.

Splices:

- "Overlap" splices are used for carbonless rolls of a basis weight 26# and under. A "butt" splice is used on carbonless rolls with basis weights greater than 26# (tag, ledger). All splices are made with repulpable, heat resistant tape.
- No splice will be made within 2,000 lineal ft of the outside of the roll, within 2,000 lineal ft of the core, or within 1" of another splice. *Carbonless Rolls and Business Information Papers* (exception below) are guaranteed to have not more than 3 splices. *TransForm™ Laser MOCR* is guaranteed to have no more than 1 splice.

Cores: All Glatfelter Carbonless products are standard 3" I.D. fiber cores. Business Information Papers are available in both 3" and 5" I.D. cores.

OVERRUNS AND UNDERRUNS

On special making orders, the following variation from the ordered quantity will constitute good delivery:

<u>QUANTITY ORDERED</u>	<u>OVER-RUN/ UNDER-RUN</u>
Less than 5,000 lbs	+/- 20% (normally one roll, skid, or pallet)
5,000 – 9,999 lbs.	+/- 10%
10,000 – 39,999 lbs	+/- 5%
40,000 lbs. and greater	+/- 3%

When an order is entered with a "not greater than" or "not less than" requirement, the tolerance will be twice the stated percentage of the normal trade tolerance amount.

LOGISTICS

Glatfelter Carbonless and Business Information Papers products are priced and sold as Full Freight Allowed (FFA), as long as the customer orders the minimum order quantity; unless otherwise quoted.

Full Truckload Shipments

A full truckload is generally defined as no less than 42,500 lbs of sheeted product and 44,000 lbs for rolls.

Minimum Order Quantity

In order to effectively manage the ever increasing freight/fuel costs, Glatfelter requires a minimum order quantity by product line. Our minimum order* quantity levels are:

<u>Product Line</u>	<u>Minimum Order Quantity</u>	<u>Charge for less than Minimum Order</u>
Carbonless Sheets	2,000 lbs.	\$150 charge
Carbonless Rolls	2,000 lbs	\$150 charge
Business Information Papers	10,000 lbs.	\$300 charge
Mixed Product lines (Carbonless & Business Information)	5,000 lbs.	\$150 charge

<u>Product Line</u>	<u>Minimum Order Quantity Accepted</u>	<u>Charge for partial delay above 44,000 lbs</u>
Commodity products (offset, reply card)	44,000 lbs (t/l)	\$300 per partial truck

***order quantities need to be in even truckloads. If an order exceeds one truckload, but is less than an additional truckload, the partial charge will apply. Additionally, no mixing of commodity products and carbonless are considered for this policy.*

***An order is defined as: one single purchase order given to Glatfelter prior to the order cutoff for the regional trucking schedule.**

Freight Terms

Freight terms are F.O.B. the Glatfelter facility.

Detention & Other Charges

The customer is responsible for any detention or redelivery charges associated with a delivery that was delayed due to a change in customer delivery requirements. Any additional fees incurred by Glatfelter due to customer's required lift gate service or driver assisted deliveries will result in additional charges.

Shortage

Claims for shortages must be made by the customer within 10 days of the date of delivery. Shortages must be noted on the Bill of Lading, or in the case of rail shipments, on the packing list affixed to the inside of the car.

A copy of the Bill of Lading or packing list must be forwarded to Glatfelter:

Glatfelter Customer Service/232 East 8th Street/Chillicothe Ohio 45601

Carbonless_CS@glatfelter.com

1-800-458-6323

UNPRINTED SAMPLE POLICY

- Samples generally are small quantities, several sheets, used to demonstrate aesthetic qualities like shade, opacity, and brightness or are available for limited testing (for example, image intensity).
- Samples are kept in approximately 20 sheet packages in the Chillicothe Sample Room
 - This is regardless of product type: i.e., roll product is sent in samples as sheets.
- Standard shipping is ground
 - If expedited shipping is requested, customer needs to supply their UPS number for this purpose.
 - Exceptions to this may be approved by Marketing.
- Sample quantities of Defensa® Security Papers must be tightly controlled. Because unprinted Defensa® could be used to make forged documents, all requested unprinted samples will be voided with the Defensa® logo to protect our customers.
- Full carton or full roll samples are defined as TRIALS and covered under the trial policy in this document.

PRINTED SAMPLE AND COLLATERAL POLICY

- Standard shipping for printed samples/collateral items is UPS ground.
 - If expedited shipping is required, unless under extraordinary circumstances, the customer needs to supply their UPS number for shipping costs.
 - This may be waived by approval of the Director of Marketing or the Marketing Programs Manager.
- We reserve the right to limit sample quantities
 - Quantities above 100 of any particular item are subject to review by Marketing

TRIAL PAPER POLICY

- Trial paper is considered quantities larger than samples. Trial paper is generally required to run on press to gauge performance. Typically, that would be defined as any quantity above one carton of carbonless sheets, and any full carbonless roll or business information paper roll quantity.
- All Glatfelter paper trials are covered by a 100% Satisfaction Guarantee. Trial quantities need to be purchased by contacting the Territory Manager or Customer Service. If a customer is unsatisfied with the trial, the cost of the paper will be refunded. Freight needs to be borne by the customer if required under our shipping policies.
- In rare cases, trial paper costs other than that 100% purchased by the client or merchant must have prior consent from the business line Product Manager, Director of Sales or Director of Commercial Operations.
- Samples procured out of merchant stock and compensated via debit memo to Glatfelter must have pre-approval by the Product Manager, Director of Commercial Operations or the Director of Sales; otherwise the credit will not be paid.
- Trial quantity should be limited to a maximum of 1 carton in the case of Carbonless sheets, a roll or two for Carbonless rolls or business information paper roll products.
- Trial quantities of Defensa® Security Papers must be tightly controlled. Any of this paper falling into unethical hands could create customer and consumer risk. Trial amounts will be closely scrutinized.
- Defensa® is not currently available for trial or sale in sheet form. This is another precaution against security papers being used for illegal activity.

PRICING POLICY

- A price quote must be entered into the Glatfelter system or agreed to by Glatfelter before it is communicated to a customer. Glatfelter cannot be held responsible for price quotes given by a member of its supply chain without prior approval. Price quotes are valid for 30 days from date of quote, unless otherwise stated.
- Price quotes are subject to change with announced price increases and should not be misconstrued as firm pricing unless specifically quoted **in writing** by Glatfelter. Please contact your Glatfelter sales representative for a firm price quote if one is required.
- Orders will be invoiced at the price effective at the time of shipment, plus all applicable up-charges less any freight allowance. This is the net price from which cash discounts are calculated.
- All prices are quoted as a base price and are subject to all applicable up-charges (examples include small roll up-charge, pallet up-charge, etc).
- All List Price Exceptions (LPEs) and Value Contracts (VCs) are reviewed on a regular basis. LPEs and Value Contracts which have not been used in 90 days will be inactivated and considered invalid for future orders or rebates.
- Possession of price manuals or price pages from Glatfelter does not constitute an offer to sell our products.

REBATE POLICY

- Merchants with end-user price support (value contracts) cannot have any up-front LPE price for specific end-user shipping to the merchant floor other than their approved into stock discount.
- Merchants must have a valid and approved value contract with the specific products and/or product groups, discounts, and defined and reviewable effective dates in order to submit/receive price support through the bill-back rebate process.
- Bill-back rebates should be submitted routinely and in a timely fashion.
- Bill-back rebate requests older than six (6) months must be approved by Regional Sales Manager or a Director to be honored.
- Bill-back rebates older than 365 days will be denied.
- Merchants will need to submit for each item to be rebated the appropriate value contract, quantity, product, invoice date (ship date to end-user) and invoice number (or sales order/reference).
- Merchants must be prepared to respond to confirming audit requests from Glatfelter.
- Merchants that deduct bill-back rebates before Glatfelter credits are issued must respond promptly to the residuals (plus or minus) within 90 days of the credit issue date.



RETURN POLICY

Please note that the damaged paper return policy below is in effect for any return, regardless of source of error.

RETURNED PAPER DUE TO **GLATFELTER ERROR OF ANY MANNER:**

- **Stocking Items** – A return of stocking items requires no approval, but must be coordinated via Customer Service to ensure proper account credit. The customer is not responsible for any fees associated with a return of this nature. Glatfelter issues a full credit once product has been received back in the mill.
- **Manufacturing/Making Items** – For a return due to an error made on making products, customer is not responsible for any fees. Glatfelter will issue a full credit once product has been received back in the mill.

RETURNED PAPER DUE TO **CUSTOMER ERROR OR CUSTOMER REQUEST:**

- **Stocking Items** – A return of stocking items requires no approval, but must be coordinated via Customer Service to ensure proper account credit. Customer is responsible for paying the freight cost both ways and a \$10/CWT restock fee. **This restocking fee is non-negotiable. It has been lowered from the traditional \$20/CWT restocking fee and as a result, no further reduction will be considered.**
- **Manufacturing/Making Items** – Non-stock (Making) products, or products made to parameters specified by the customer, are wholly owned by the customer. Returns of this type of product will not be accepted. *Glatfelter reserves the right to refuse returns of items purchased 6 months or more prior to the date of the return request. In addition, obsolete items (no longer manufactured or stocked by Glatfelter) may be subject to this right of refusal.*

DAMAGED PAPER RETURN POLICY

If it becomes necessary to return paper to our mills, Glatfelter expects these items will be in a condition ready for restocking. In the event returning goods are damaged upon receipt at Glatfelter, we reserve the right to:

- A) Refuse receipt of damaged goods returned to our facilities.
- B) Refuse to issue credit on damaged loads or portions thereof.

To ensure the process goes smoothly and a complete and timely credit can be issued, we suggest the customer;

- Inspect all items carefully prior to loading them on the returning trailer.
- Note any damage on returning shipping documents
- Take digital photos as evidence of load conditions prior to departure from shipping location.
- Ensure the carrier driver signs the documents, verifying the condition of the products as defined by the returnee.

These measures will protect the customer from being held responsible for transit damage while returning products to the mill. This process mirrors Glatfelter's criteria for accepting and crediting mill claims involving transit damage.

A Glatfelter Service Representative must authorize disposition of all stock. If it is to be returned to the mill, a return authorization number (RA#) will be issued by the mill accepting the return and must accompany the Bill of Lading with the return shipment. **This policy applies to all mill returns regardless of the reason for the return.**

- All products should be returned to the mill/warehouse from which it was shipped unless otherwise advised by a Glatfelter representative.
- Paper shall not be returned to our mills without written authorization.

TECHNICAL CLAIM SUBMISSION PROCEDURE

Glatfelter is proud of its position as an industry leader in the production of high quality printing and business papers. We are equally proud of our reputation for investigating and resolving customer complaints in a prompt and equitable fashion.

Technical difficulties in printing are always a nuisance. When paper is involved, the process of substantiating a claim can add to the inconvenience. This information is intended to simplify the process by providing guidelines and procedures for documenting and submitting claims for prompt evaluation. It relates to all grades of sheet and roll paper sold and distributed by Glatfelter, including coated and uncoated printing papers, cover stocks, ledgers, carbonless and other business information papers.

Matters of policy, while inherent with this guide, are fully described in Glatfelter's Warranty and Claims policy statement.

GLATFELTER QUALITY GUARANTEE STATEMENT

All Glatfelter products are guaranteed against defects of quality and workmanship. The purchase price will either be credited or the product replaced. Additionally, Glatfelter will honor all reasonable and justified claims when adequate evidence is provided to show the paper was at fault. Such claims should be clearly stated and itemized, giving individual equipment rates and charges where applicable.

Criteria for Considering Claims

All Glatfelter products are guaranteed against defects of quality and workmanship. The purchase price will either be credited or the product replaced. Additionally, Glatfelter will honor all reasonable and justified claims when adequate evidence is provided to show the paper was at fault. Such claims should be clearly stated and itemized, giving individual equipment rates and charges where applicable. Whenever possible, the roll label (or a copy), or the ream wrapping should be attached. Claims may not be deducted from the original invoice unless agreed upon in advance by Glatfelter.

Warranty Limitation

Our attorneys remind us of the fact that our liability is limited by the following which also appears on our standard acknowledgement forms:

EXCEPT AS EXPRESSLY STATED ABOVE, WE MAKE NO WARRANTY OF MERCHANTABILITY AND NO WARRANTY OF FITNESS FOR ANY PARTICULAR PURPOSE, NOR DO WE MAKE ANY WARRANTY, EXPRESSED OR IMPLIED TO ANY NATURE WHATSOEVER WITH RESPECT TO THE PRODUCTS SOLD HEREUNDER OR THE USE THEREOF. OUR LIABILITY, WHETHER RESULTING FROM OUR NEGLIGENCE OR NOT, SHALL NOT EXCEED THE PURCHASE PRICE OF THE SHIPMENT, OR PART THEREOF INVOLVED.

WHAT TO DO IF A PAPER PROBLEM IS ENCOUNTERED:

Step One: Notification

Upon learning of a paper, printing, or converting problem, the customer should contact the appropriate Glatfelter Technical Field Service office promptly to ensure that we can assist with the problem expeditiously. Responsibility for printed product quality lies solely with the printer. Glatfelter will not assume any production charges unless authorized by a Glatfelter Technical Field Service Representative. If a merchant supplied the paper in question, the merchant should assist the printer in preparing the claim, but it is not authorized to admit fault, nor commit Glatfelter to the settlement of a claim nor obligate Glatfelter legally.

A Glatfelter Technical Field Service Representative must authorize production charges. Glatfelter Technical Field Service Representatives are available 24 hours a day, 7 days a week. To contact a Technical Field Service Representative, please contact our offices at:

232 East 8th St
Chillicothe, OH 45601
Phone: (800) 832-6323

Step Two: Accumulate Basic Evidence

- Report the Glatfelter order number associated with the defective stock.
- If the order number cannot be determined, provide the associated purchase order or invoice number.
- Identify the manufacturing run number as found on the skid, roll, carton or ream wrap label.
- Note complete information for the paper involved, such as grade, size ordered, grain direction, basis weight, finish, quantity ordered and the quantity printed.
- If applicable, record press information including size, make, number of units, brand of ink and plates, color sequence and type of dampening system.
- Include competitive samples if reference is made to their performance.
- Mark defects on press sheets or roll samples. Identify all submitted samples.
- Pack sheet samples flat if they are to be printed, evaluated for curl, or involve defects in size variation or dimensional stability. Use a mailing tube for rolled samples.

REMEMBER: Samples are usually reviewed by an individual who was not present at the time the problem occurred. Therefore, the samples and accompanying complaint report *must thoroughly document the problem for a claim to be honored*. In the absence of a Glatfelter representative the responsibility for gathering evidence lies with the customer.

Step Three: Accumulate Specific Evidence

Listed are types of problems and the required documentation needed to evaluate the claim(s):

Blanket Contamination: spots, hickies, picking, linting, piling, etc.

- Remove particles of contamination from blanket or plate with transparent tape.
- Apply tape to clear acetate or clear film, DO NOT attach to paper.

- Find the press sheet which contains the original defect and send this sheet, plus one preceding and several succeeding sheets, in consecutive order.

Surface Defects: streaks, cuts, scratches, skip coating, etc.

Submit 15 consecutive sheets (or 15 feet of roll stock).

Appearance Characteristics: gloss, brightness, opacity, formation, shade, etc.

Submit 15 consecutive unprinted sheets.

Size Variation/Out-of-Square:

Submit 15 consecutive unprinted sheets, shipped FLAT.

Dimensional Stability (Sheets): mis-registration, slurring, doubling, wrinkling, etc.

- Measure the relative humidity of the pressroom.
- Report outdoor weather conditions if the pressroom is not humidity controlled.
- Submit a photograph of the unprinted paper showing evidence of tight or wavy edges.
- Submit 15 unprinted sheets and 15 consecutive printed sheets, shipped FLAT.
- Mark areas where the defect appears.

Dimensional Stability (Rolls): throw length, etc.

- Measure the relative humidity of the pressroom.
- Report outdoor weather conditions if the pressroom is not humidity controlled.
- Submit a minimum of 15 feet of unprinted paper loosely wound and packed in a mailing tube.
- Include the same amount of printed stock which demonstrates the problem.
- If the samples in question have been collated, the samples should be packed flat.
- Identify which ply is in question and include a film positive of the printed image.

Feeding/Delivery: curl, moisture, static, related problems, etc.

- Measure the relative humidity of the pressroom.
- Report outdoor weather conditions if the pressroom is not humidity controlled.
- Submit 15 consecutive unprinted sheets.
- For cut size papers, send a sealed, unopened ream.
-

Printing/Imaging/Ink Drying: receptivity, back trap mottle, etc.

- Measure the relative humidity of the pressroom.
- Submit samples of inks and fountain solution.
- Document color sequence and other pertinent press data. Submit 15 consecutive unprinted sheets and several printed sheets exhibiting the problem.

Smashed Blanket/Damaged Plate:

- Locate and submit the paper, foreign object or other debris that has caused the smash.
- Submit printed sheets prior to and immediately following the smash.
- Submit all blankets or plates for which credit is requested.

Web Breaks:

- Submit a sample of both ends of break.
- Locate the source of the break (slime hole, edge cut, etc) if possible.
- Indicate how far into the roll the break occurred.
- Identify where the break occurred (at the infeed, 3rd unit, etc.).

Blistering:

- Submit 15 feet of unprinted paper, rolled into a MAILING TUBE.
- Submit 15 printed sheets or signatures exhibiting the problem.
- Include specific details regarding inks, press speed, drier temperature, and web temperature as measured by a pyrometer.

Baggy Web:

- Photograph the web as it enters the first printing unit.
- Submit 15 feet of unprinted paper, rolled into a MAILING TUBE.
- Submit 15 feet of printed paper, or 20 printed sheets/signatures exhibiting the problem.

Telescoped Rolls:

- Photograph the end of a roll exhibiting the problem.

Failure to Edge Pad (Carbonless Papers):

- Review correct edge padding procedures (available via email request to paperinfo@glatfelter.com)
- Submit a 2-inch lift of defective forms. \
- Identify the adhesive batch number found on the lid of adhesive.

Image Intensity (Carbonless Papers):

- Submit 12 sets of forms exhibiting the defect.
- If the paper has been tinted by the printer, it is necessary to supply an unprinted, untinted sample for all image intensity problems.

Capsule Damage (Carbonless Papers) such as hazing, bluing:

Submit 15 unprinted sample sheets (or 15 feet of unprinted roll stock) exhibiting the defect.

Step Four: Fill Out a Complaint Report

Complaints may be submitted by the merchant on a Merchant Complaint Form. These are available free of charge from Glatfelter Technical Field Services.

Step Five: Submit All Reports and Samples to the appropriate address:

Glatfelter
Technical Field Services Department
232 East 8th St
Chillicothe, OH 45601
(800) 832-6323 US/(800) 852-6323 US/(800) 228-6323 Canada

Additional Information

Grade Selection

The primary responsibility for proper grade selection is that of the customer/user. Glatfelter will assist in this selection process, but will not be responsible for problems which arise when the actual end use of the paper exceeds the design capabilities of the grade selected. For example, Glatfelter will not be responsible for roll grades printed in sheet forms. Carbonless papers in rolls are not guaranteed to edgepad unless specified in the original purchase order.

Conditioning

Glatfelter products are designed to be printed and processed through a wide variety of equipment. For optimal paper performance, the pressroom should be kept within 40-60% relative humidity.

To promote flatness and/or dimensional stability, DO NOT open packaging immediately upon arrival, but rather, bring it into the pressroom for a specified period of time. This is necessary to preserve the supplied moisture content of the paper while conditioning it to the pressroom environment.

Glatfelter will not accept claims for problems related to humidity/temperature imbalance between the packaged paper and the customer's plant if the paper has not been properly conditioned. The following chart shows the necessary conditioning items based on the indoor/outdoor temperature difference, and the volume of paper involved.

TEMPERATURE DIFFERENCE IN DEGREES FARENHEIT								
	10	15	20	25	30	40	50	50
6 cu.ft	5 hrs.	9 hrs.	12 hrs.	15 hrs.	18 hrs.	25 hrs.	35 hrs.	54 hrs.
12 cu.ft	8 hrs.	14 hrs.	19 hrs.	22 hrs.	27 hrs.	38 hrs.	51 hrs.	78 hrs.
24 cu.ft	11 hrs.	16 hrs.	23 hrs.	28 hrs.	35 hrs.	48 hrs.	67 hrs.	100 hrs.
48 cu.ft.	14 hrs.	19 hrs.	26 hrs.	32 hrs.	38 hrs.	54 hrs.	75 hrs.	109 hrs.
96 cu.ft.	15 hrs.	20 hrs.	27 hrs.	34 hrs.	41 hrs.	57 hrs.	79 hrs.	115 hrs.
VOLUME OF PAPER: Length x Width x Height (inches) then divide the total by 1728								

PAPER AND PRESSES

Sheeting and/or Trimming by Customer/User

Glatfelter will not accept responsibility for related defects when the paper has been sheeted, trimmed, or re-trimmed after leaving the mill. The following defects are considered to be related to the sheeting/or trimming operation.

When these are involved in a complaint, the mill will not assume responsibility:

- Cutter dust
- Trimmer dust
- Sheet Size Variation
- Shade variation (when sheeting several rolls)
- Poor mechanical condition
- Scrap in roll
- Splice in load
- Cutter wrinkles
- Mixed grades or mixed finishes
- Bowed edges
- Roll grades converted for sheet use
- Out of square paper

Offset grades used in digital operations

We offer Xcelerator® Digital Carbonless and TransForm™ Laser MOCR, which are specially manufactured for use in digital environments, including high-speed copiers, laser printers, and other digital equipment. We DO NOT recommend that our offset grades, such as Excel®, Trans/rite®, Sequel®, Moistrite™ etc. be used in digital operations. If offset grades are used in digital operations, **it is at the customers' own risk** and Glatfelter will not hold liability for machinery problems incurred as a result of the use of these papers. Glatfelter DOES take responsibility for the quality of Xcelerator® Digital Carbonless and TransForm™ Laser MOCR performance in equipment, and if Xcelerator® or TransForm™ are used and a machine problem results, we will offer remuneration for problems incurred if the situation is the direct result of the digital product.

Short Grain Paper

When paper is printed with the grain perpendicular to the blanket cylinder axis (short grain), register control cannot be reliably maintained. Associated problems may include wrinkling and excessive growth/shrinkage of the sheets. Glatfelter will not be responsible for problems with paper made grain- short in non-mill converting operations.

Shortage

Claims for shortages must be made by the customer within 10 days of the date of delivery. Shortages must be noted on the Bill of Lading, or in the case of rail shipments, on the packing list affixed to the inside of the car. A copy of the Bill of Lading or packing list must be forwarded to:

Glatfelter Customer Service
232 East 8th Street
Chillicothe Ohio 45601
Carbonless_CS@glatfelter.com
1-800-458-6323

Additional Questions

The Glatfelter Technical Field Services Department stands ready to assist in resolving any quality problem as it arises. Please bring to our attention any questions that you may encounter in interpreting this information or the Warranty and Claims Policy of Glatfelter.