

# PRODUCT GUARANTEE AND CLAIMS MANUAL



**G L A T F E L T E R**  
*Beyond Paper*

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## INTRODUCTION

Glatfelter PEOPLE take pride in the quality and consistency of our products.

We realize that our customers depend on us to provide a competitive edge with today's challenging converting applications.

From Papermakers to Coaters, Finishers to Inspectors, Glatfelter PEOPLE are committed to applying our technical expertise to manufacture high-quality papers that meet those challenges.

While we strive to produce papers that meet every expectation every time, we realize there may be instances when our best efforts aren't enough.

If you encounter a paper defect, or suspect that a problem in your process is paper-related, we ask that you contact us immediately. We will work with you to investigate the claim, and provide a resolution to your concern as quickly as possible.

To assist us in addressing your claim, we have developed the policies and procedures outlined in this booklet. By following these guidelines you can help us to better serve you by expediting our investigations.

Our Product Assurance representatives are on call 24 hours a day. If you need after-hours assistance, please call one of the numbers listed on the back cover of this booklet.

## TABLE OF CONTENTS

GLATFELTER QUALITY STATEMENT.....	p. 2
GRADE SELECTION.....	p. 3
<b>CLAIMS POLICY</b>	
Immediate Notification.....	p. 3
Documentation.....	p. 3
Evidence.....	p. 4
Time Limitations.....	p. 4
Payment of Claims.....	p. 5
Replacement Paper.....	p. 5
Disposition and Credit for Defective Paper.....	p. 5
<b>CONSEQUENTIAL DAMAGES</b>	
Late Delivery.....	p. 6
Damaged Blankets or Plates.....	p. 6
Web Breaks.....	p. 6
In-Plant Sheeting.....	p. 7
End-User Responsibilities.....	p. 8
<b>MILL TOLERANCES</b>	
Basis Weight Tolerance.....	p. 8
Caliper or PPI Tolerance.....	p. 8
Roll Dimension Tolerance.....	p. 8
Splice Tolerance.....	p. 9
Sheet Dimension Tolerance.....	p. 9
Squareness Tolerance.....	p. 9
Curl Tolerance.....	p. 9
Shade Tolerance.....	p. 9
Overruns and Underruns.....	p. 10
Paper Conditioning.....	p. 10
Roll Sequencing.....	p. 10
<b>TRANSIT DAMAGE</b>	
Documentation.....	p. 10
Concealed Damage.....	p. 11
Filing a Claim.....	p. 11
Identification Numbering.....	p. 12

## GLATFELTER QUALITY STATEMENT

Glatfelter is committed to consistently providing high levels of product quality and superior service to our customers.

We will work diligently with our customers in order to fully understand their requirements. We will provide a product that fully satisfies those requirements while continually striving for improved paper performance and value.

We will be a work force of well-trained employees who understand competition and who are dedicated to high levels of service to customers, to productivity improvement, and to cost control through creativity and personal initiative.

Our physical plants will be well maintained through prudent capital investment and the commitment of our work force in order to ensure the long-term vitality and competitiveness of the Company.

We are committed to the American Forest and Paper Association's *Environmental, Health and Safety Principles* and *Sustainable Forest Initiative*. We will operate our manufacturing facilities and our forestry operations in compliance with all applicable laws and regulations. We will maintain ISO 14001 certification of our environmental management systems for our manufacturing and forestry operations.

**Our personal and business ethics shall be above reproach.**

## GRADE SELECTION

Our products are designed for specific purposes. Choosing the correct product for a desired application is an important factor in its performance. It is the responsibility of the customer to choose the appropriate grade of paper. We will gladly assist in the selection process when requested.

Unless specifically stated otherwise, Glatfelter papers are manufactured to Basis Weight and Caliper specifications. If the demands for a job are excessive or unusual, Glatfelter must be advised at the time the order is placed.

We cannot be responsible for problems that originate from paper usage extending beyond our products' design capabilities.

## CLAIMS POLICY

### Immediate Notification

If the end-user encounters a problem that is believed to be paper-related, we will consider payment of claims for lost time, used to determine the cause of the complaint, **up to a maximum of two hours**. Adequate evidence must be provided to show that the paper was at fault.

If the problem cannot be resolved within two hours, we must be notified before additional costs can be honored. If the end-user fails to contact Glatfelter and continues production, the end-user will take sole responsibility for the finished product and incurred losses or damages.

Our merchants are not authorized to admit fault, or to commit Glatfelter to a settlement.

### Documentation

Each claim must reference a Glatfelter identification number and include a specific description of the problem:

- Roll, Skid, or Carton Number
- Glatfelter Order Number
- What is the problem?
- When did the problem begin?
- Where is the problem occurring?

Other useful information includes:

- Grade, Basis Weight, Size
- Customer Purchase Order Number
- Press/Converting equipment overview
- Any information that the end-user believes is relevant to the problem

## Evidence

To assist us in resolving the complaint or claim, the end-user must provide adequate samples and supporting evidence that illustrates the problem. The end-user should clearly mark defective areas before submitting exhibits.

Common types of claim samples include:

- Unprinted / Unconverted samples
- Printed / Converted samples
- Tape Pulls (mounted on plastic film or acetate)

Defects not well represented with a physical sample should be documented via a photograph.

Depending on the situation, a Glatfelter representative may request and coordinate an on-site visit to thoroughly investigate the problem.

## Time Limitations

Monetary claims should be submitted within 30 days following the paper problem.

We will recognize claims that are directly related to our manufacturing process, regardless of the date of manufacture.

We cannot accept liability for problems associated with the aging and deterioration of paper beyond one year from the date of invoice. Examples of age-related problems include wavy sheets, baggy rolls, loose cores, handling damage, shade reversion, loss of strength properties and distortion ridges.

## Payment of Claims

A debit memo itemizing all charges must be submitted to the attention of Glatfelter's Product Assurance Department. We will consider credit for costs that were authorized as a result of our complaint investigation. We make no guarantees to honor complaint handling charges or fees.

Settlement shall not exceed the invoice value of the order involved. Claims may not be deducted from current invoices until authorized via a Glatfelter credit statement.

## Replacement Paper

Paper deemed to be defective upon completion of a thorough claim investigation will be replaced at the customer's request. Replacement paper will be shipped as quickly as possible.

In response to special requests, Glatfelter may ship "stand-by" replacement paper before a thorough claim investigation is completed. This does not imply that Glatfelter will honor any claims against the original shipment.

If it is necessary to remake paper, we cannot be held liable for additional costs resulting from the inability to meet the delivery needs of the customer. Examples of additional costs include substitution of more expensive paper, use of a larger size, use of a higher basis weight, and machine downtime.

## Disposition and Credit for Defective Paper

In the event that paper should be returned to our mills, Glatfelter will issue a Return Authorization. Paper shall not be returned to our mills without written authorization.

Credit will be issued promptly once we verify receipt of the return shipment and a debit memo has been submitted. (Refer to "Payment of Claims")

## CONSEQUENTIAL DAMAGES

### Late Delivery

We endeavor to ship paper as acknowledged. However, we are not financially responsible for any losses or damages (including consequential damages) which may result from a missed ready-date or a late delivery.

### Damaged Blankets or Plates

Once we have determined that a defect in our paper has caused damage to a blanket or plate, we will accept a claim for actual value of the damaged item. Glatfelter may request documentation from the blanket or plate supplier to confirm actual value.

Supporting evidence of the paper defect and subsequent press sheets showing the resulting damage must be submitted. Damaged blankets or plates must be retained and kept available pending settlement of the claim.

Liability will be limited to the cost of the blanket or plate with a maximum payment of 30 minutes for replacement time. (Refer to *"Payment of Claims" pg.5*)

Glatfelter will not assume liability for continued production of an unacceptable product due to damaged blankets or plates.

### Web Breaks

While we recognize the benefits of non-stop paper performance, certain types of paper defects are obscure and difficult to detect on high-speed paper machines or during routine quality inspections. Therefore, paper-related web breaks can occur.

We guarantee that our rolls will not exceed the following web break frequencies:

Basis Weight (3300 sq ft)	Breaks Per 100 Rolls	Equivalency
34# and less	7	1 break per 14 rolls
35# - 49#	5	1 break per 20 rolls
50# and greater	3	1 break per 33 rolls

Web breaks within these limits constitute a quality shipment.

If web breaks exceed the above frequency rate, and the end-user believes they are paper-related, we must be notified immediately. Web breaks in excess of our established frequency rates, and shown by evidence to be paper-related, will be considered our responsibility.

Any roll that exhibits two web breaks due to a paper-related defect should be rejected.

The maximum downtime allowed for an individual web break is 15 minutes.

Claims must be accompanied by evidence for each break along with its identifying roll number or label information.

### In-Plant Sheeting

Rolls manufactured for in-line, right-angle, or off-press sheeting are thoroughly inspected by Glatfelter.

We make no guarantee of production rates for in-plant sheeting operations. Defects normally removed during Glatfelter sheet inspection, but encountered as a result of in-plant sheeting, are the responsibility of the end-user. Examples include lost time, spoilage, cutter dust, surface contamination, static, turned corners, roll-ups, wrinkled sheets, and splices.

Rolls that show evidence of poor mechanical performance during sheeting should be set aside for our inspection. We cannot be responsible for damage if the end-user continues processing without our notification and approval.

## End-User Responsibilities

Glatfelter will not honor claims resulting from circumstances beyond our control. The end-user is responsible for:

- Equipment which is defective, improperly operated, or maintained
- Quality Assurance of the end product
- Problems due to inks, fountain solutions, blankets, plates, coatings, or adhesives
- Lost time due to auxiliary equipment operated in-line with the converting equipment
- Problems with folding and the subsequent converting of papers after being printed and sheeted on a heat-set web offset press
- Moisture and temperature imbalances between the paper and the end-user's facility (wavy edges, tight edges, curl, etc.)
- Misregister and wrinkling problems associated with multi-pass printing after the first pass has performed satisfactorily
- Misregister or wrinkling problems common to printing grain short paper

## MILL TOLERANCES

### Basis Weight Tolerance

Our papers are manufactured to a nominal basis weight with a tolerance of  $\pm 5\%$ .

### Caliper or PPI Tolerance

Our papers are manufactured to a nominal caliper with a tolerance of  $\pm 5\%$ .

### Roll Dimension Tolerance

<u>Specified Diameter</u>	<u>Tolerance:</u>
Nominal Value	$\pm 1''$
Maximum Value	Exact to 2'' Under Maximum
Minimum Value	Exact to 2'' Over Minimum

Glatfelter rolls are manufactured to a nominal width, with a tolerance of  $\pm 1/32''$ .

## Splice Tolerance

We will not exceed three splices per roll. No splice will be within 1'' of the outside diameter of the roll or closer than 5'' from the core.

The requirement of no splice within 1'' from the outside diameter of the roll does not apply if rolls are wound to an exact length.

## Sheet Dimension Tolerance

We guarantee sheet dimensions will be exact to  $+1/8''$ .

Glatfelter will trim *work and tumble* forms exact to  $+1/16''$  provided the customer specifies "*work and tumble printing*" on the purchase order.

## Squareness Tolerance

All paper will be trimmed to 90 degrees. We guarantee squareness will be exact to  $\pm 1/16''$ .

## Curl Tolerance

Glatfelter skids will be shipped flat with an edge curl tolerance of  $\pm 1/2''$ .

## Shade Tolerance

Glatfelter has established L, a, b specifications for each of our shades in order to account for slight run-to-run color fluctuation that is inherent to the papermaking process. Ultimate shade approval is based on a visual match to a color standard.

We recommend that paper from separate runs not be mixed, but we realize that segregation is not always feasible. Before papers from separate Glatfelter runs are mixed, our end-users should perform a visual color match.

## Overruns and Underruns

Overrun and underrun tolerances are dependent on order quantity and the manner in which the quantity is specified. In cases when shipping an individual package results in an overrun, but not shipping the package results in an underrun, Glatfelter will ensure that the minimum order quantity is met. When overruns exceed one package, Glatfelter will contact the customer for shipping approval.

Order Quantity (per item)	Permissible Quantity Variance		
	Nominal	"Not More Than"	"Not Less Than"
0 lbs - 4,999 lbs	±20%	-40%, +0	-0, +40%
5,000 lbs - 9,999 lbs	±10%	-20%, +0	-0, +20%
10,000 lbs - 39,999 lbs	± 5%	-10%, +0	-0, +10%
40,000 lbs - and greater	± 3%	-6%, +0	-0, + 6%

## Paper Conditioning

In order to avoid problems associated with temperature imbalances between paper and a pressroom, paper needs to be conditioned to the pressroom environment. This is particularly important during cold winter months when the differences are extreme.

Glatfelter recommends that packages stand unopened in the pressroom environment for at least 24 hours prior to unwrapping.

## Roll Sequencing

We recommend the sequential running of rolls by machine position. This will optimize performance on a web press. (Run all A's then B's, C's, D's, etc.)

In order to minimize the effects of age-related defects, we recommend that users consume rolls on a first-in, first-out basis.

## TRANSIT DAMAGE CLAIMS

### Documentation

Because we ship paper F.O.B. destination, ownership transfers to the buyer when the shipment is documented as received by the consignee.

It is the responsibility of the consignee to thoroughly inspect each shipment immediately upon arrival. Any damage or shortage that is not of a concealed nature must be noted on the carrier's delivery receipt.

For damaged delivery by truck or container, the consignee should document the Glatfelter identification numbers for the damaged packages and note the specific damage. The truck driver should acknowledge the damaged condition by countersigning the delivery papers and notifying the trucking company immediately.

For damaged rail deliveries, the rail carrier should be notified and asked to inspect the car before unloading. Regardless of delivery method, we recommend that damaged packages be photographed before they are unloaded.

### Concealed Damage

Concealed damage must be reported to both the carrier and Glatfelter within 15 days from the time of delivery. Photographs of the damage should be taken and all wrappers and labels must be retained for inspection.

### Filing A Claim

All transit damage claims should be filed directly with the carrier. As a courtesy, Glatfelter can file a claim against the carrier on behalf of our customer. If the customer chooses to file the claim through Glatfelter, proper documentation and an itemized debit memo must be submitted to:

Glatfelter  
Product Assurance Department  
228 South Main Street  
Spring Grove, PA 17362

We will negotiate the claim with the carrier and issue credit to our customer upon final settlement. Damaged paper must be retained for disposition by the carrier.

In instances when we are not named as the shipper, Glatfelter cannot file claims on behalf of our customers. We can not accept claims for Collect shipments hauled by a customer-appointed carrier.

## Identification Numbering

### Roll Numbering

(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
GL	3	A	1	8	14	01	1	A

Example – GL3A1814011A

### Skid Numbering

(A)	(B)	(C)	(D)	(J)	(F)	(K)	(L)
GL	3	A	1	T3	21	34	A

Example – GL3A1T32134A

- (A) GL is short for GLATFELTER
- (B) Represents the last digit in the year in which the paper was manufactured (Example 3 = 2003, 4 = 2004, etc.)
- (C) Represents the month of manufacture (we omit the letters I and O because they can be confused with the numbers one and zero)

#### Odd Numbered Years ('03)

A January	G July
B February	H August

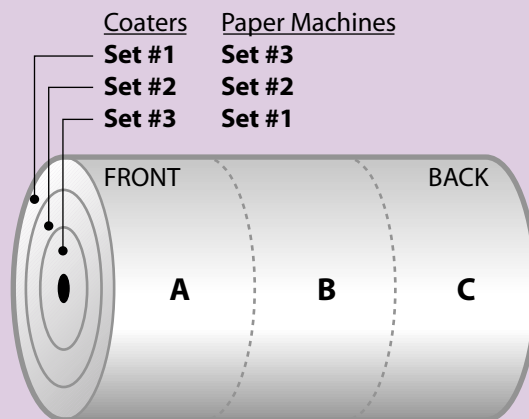
#### Even Numbered Years ('04)

N January	U July
P February	V August

C March	J September	Q March	W September
D April	K October	R April	X October
E May	L November	S May	Y November
F June	M December	T June	Z December

- (D) Mill of manufacture (1 = Spring Grove, PA; 8 = Neenah, WI)
- (E) Machine where the roll was manufactured
- (F) Day of the month of manufacture
- (G) Master reel number
- (H) Set number
- (I) Position across the set number
- (J) Machine where the skid was trimmed
- (K) Skid number
- (L) Position of skid in relation to cutting

## ROLL NUMBERING DIAGRAM



### Paper machine or coater reel prior to winding

[Example: **GL3A181401**]

**WINDING**



[Example: **GL3A1814011B**]

**REWIND**

