



Eagle Ridge Paper, Inc.

222 S. Harbor Blvd. Suite #900, Anaheim, CA 92805

Tel: (714) 780-0595 | Fax: (714) 780-0598

I. Claim Information & Samples:

Please verify all the documentation and samples necessary for us to sufficiently evaluate your claim has been submitted. Eagle Ridge Paper reserves the right to reject claims based on insufficient information or samples. Eagle Ridge Paper also reserves the right to ask for more data, information and evidence supporting any claim.

II. Claim Evidences:

- Completely fill out the Complaint Assessment Form (CAF).
- Clearly mark the defects on the sample(s) and describe the defect (blade mark, hickey, scuffing, etc.)
- Provide competitive samples if they are referenced as a comparison in the claim report.
- Provide detailed evidence as mentioned below for the specific claim type. If the claim is not listed below, please contact Eagle Ridge Paper technical support to determine what information is required.
- Always provide pallet labels.

III. Information/Evidence Required for Specific Types of Claims:

Blanket Contamination (spots, hickies, picking, linting, piling, etc):

Remove the particles of contamination from the blanket or plate with transparent tape and apply the tape to clear acetate or clear film. DO NOT attach the tape to paper. Find the press sheet that contains the original defect and send this sheet, plus one preceding and several succeeding sheets, in consecutive order.

Surface Defects (streaks, cuts, scratches, missed 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 or 15 feet of roll stock.

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 that exhibits 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. Submit photographs of curled stock.



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Printing/Imaging/Ink Drying (receptivity, back trap mottle, setoff etc):

Measure the relative humidity of the pressroom. Report outdoor weather conditions if the pressroom is not humidity controlled. 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 both ends of the 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 measured by a pyrometer.

Baggy Web:

Photographs of 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:

Submit photographs of the end of the roll exhibiting the problem.

IV. Transportation Damage:

Eagle Ridge Paper must be notified immediately of any claims relating to stock arriving damaged in a container. The customer must take photographs of the stock before the container is unloaded for insurance purposes and to help determine the cause of the damage. If the customer does not notify Eagle Ridge Paper immediately and does not provide photographs of the damaged stock inside the container, it will be impossible to prove the origin of the damage. Consequently, this could potentially result in a rejection of the claim.

If the damage appears to have been caused by transportation (i.e. the cargo has shifted inside the container after it was loaded), Eagle Ridge Paper asks that the consignee stop unloading the container so that Eagle Ridge Paper can appoint a marine surveyor to inspect the damage.

If the damage inside the container is severe and the warehouse manager deems that it is unsafe to unload the container, the customer has the right to refuse the container, but must inform an Eagle Ridge Paper representative immediately of this decision.

Claims of this nature should be filed no later than 10 days from the arrival of the stock and must include a copy of the trucker's waybill with the damaged quantity noted on it in writing. The claim paperwork must also include a detailed list of product and quantity damaged.



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V. Technical Visit or On Site Investigation:

You can request to have an Eagle Ridge Paper sales representative and a technical representative to investigate a claim on-site or to provide relevant information to your printer or end user.

Eagle Ridge Paper reserves the right to send a technical representative to investigate a claim on-site. An on-site investigation is a pre-requisite for settling certain types of claims.

VI. Claim Settlement:

Eagle Ridge Paper has the authority to honor or reject claims based on the mill's technical analysis.

Claims that are honored will be paid by credit memo or by direct payment to the customer. We will not accept direct debits to Eagle Ridge Paper on outstanding and unconfirmed claims.

The theoretical weight or nominal basis weight of the paper, whichever is used on the original invoice of the claim paper, will be used to calculate the paper cost.

VII. Claim Amount Allowance:

We allow for two hours press time and or two skids of paper if the printer encounters and actively tries to solve any paper-related issues. The printer must have verbal approval from Eagle Ridge Paper before attempting to complete the job. Eagle Ridge Paper will follow-up on the verbal approval with written approval, a copy of which must be included with any claim for that particular job. Failure to seek approval or failure to provide the written approval will result in a claim settlement for the approved two hours and or two skids only. Eagle Ridge Paper will replace defective paper as quickly as conditions permit.

VIII. Non-direct Claim Cost:

Eagle Ridge Paper will only justify direct paper claim cost. Any non direct claim cost Eagle Ridge Paper will not be liable for any extra due to the following aspect but not limited to:

- Substitution of grade or size
- Plate cost
- Excessive Press-time
- Premium time
- Waiting time
- Downtime

IX. Return Policy:

Eagle Ridge Paper will not receive nor issue credit on any returned paper unless Eagle Ridge Paper has previously authorized in writing the return of the stock and assigned a Return Authorization Number. This applies to all stock including stock that is defective, rejected, or recalled as a result of a shipping error.

The Return Authorization must be clearly written on the Bill of Lading and must accompany any correspondence regarding the return. Eagle Ridge Paper must receive The Bill of Lading, the respective Return Authorization Number, and the consignee's verification of the receipt of goods before approving any credits to your account.



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COMPLAINT ASSESSMENT FORM

Merchant Claim #		Printer Claim #	
Merchant Name		Printer Name	
Merchant PO#		Printer PO#	
Contact Name/Phone		Contact Name/Phone	

Product & Complaint Information

Invoice #		Run / Roll #	
Grade/Quality		SC/Order #	
Basis weight	<u>Gloss</u> <u>Matte</u>	Size	
Product Item (check)	<u>Rolls</u> <u>Skids</u> <u>Cartons</u> <u>Reams</u>	Replacement Paper	
Quantity Rejected	<u>Qty Supl.</u>	<u>Qty Left.</u>	

Press Information

Press type / Make		Samples Submitted	Yes	No
No. Unit / No. of pass		Label		
Press speed (iph/fpm)		Tape pull		
Ink sequence/ brand		Printed paper		
Printed in (check)	<u>Grain Long</u> <u>Grain Short</u> <u>Work/turn</u> <u>Tumble</u>	Unprinted paper		
Fountain pH/conduct.		Photographs		
Pressroom RH/temp		Blanket		
		Ink		
Oven Temperature	Zone 1 Zone 2 Zone 3 Exit	Fountain solution		
Coated Web Quality		Competitor Paper		
Problem Discovered at (check)	<u>merchant</u> <u>printer</u> <u>1st pass</u> <u>2nd pass</u> <u>after printing</u> <u>bindery</u> <u>other</u>			
Paper was cut by:	<input type="checkbox"/> Mill <input type="checkbox"/> Merchant <input type="checkbox"/> Printer <input type="checkbox"/> Other	Was paper wrapped until printed:	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Nature of Complaint : (please describe)

Debit Information

Press Charges:	Hours	Rate per hour	Total
Make-ready			
Press time			
Wash-up			
Others - Explain			
Paper Charges:	Quantity	Cost - Cwt	
Printed paper			
Unprinted paper			
Debit Memo #			Grand Total



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Paper Problems and Evidence

Mottle – 15 consecutive printed defect paper samples showing the mottle, 15 consecutive unprinted paper samples, and skid label.

Picking or Hickies – 15 consecutive printed defect paper samples showing the picking, 15 consecutive unprinted paper samples, tape pull and skid label.

MIs-register or Tight Edges – 15 consecutive printed defect paper samples showing the mis-register, 15 consecutive unprinted paper samples, and skid label.

Curling or Wavy – 15 consecutive unprinted paper samples, pictures and skid label.

Smashed Blanket – 15 consecutive printed defect paper samples showing the problem, 15 consecutive unprinted paper samples, smashed blanket and skid label.

Streaks – 15 consecutive printed defect paper samples showing the problem, 15 consecutive unprinted paper samples, and skid label.

Size Variation or out of Square – 15 consecutive unprinted paper samples and skid label.

Rough Edges – 15 consecutive unprinted paper samples, tape pull and skid label.

Wrinkles or Creases – 15 consecutive printed defect paper samples showing the problem, 15 consecutive unprinted paper samples, and skid label.

Blistering – 15 consecutive printed defect paper samples showing the problem, 15 consecutive unprinted paper samples, and skid label.

Delivery – Photos showing the damage and the truckers POD.

Bindery Cracking – 15 consecutive printed defect paper samples showing the problem, 15 consecutive unprinted paper samples, and skid label.

Shade Variation – 15 consecutive printed defect paper samples showing the problem, 15 consecutive unprinted paper samples, and skid label.



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Evidence needed to process a claim to the mill

Paper Problem	Evidence							
	Claim Letter	Printed Defect sheets	Unprinted paper	Skid Label	Pictures	Blanket	Tape Pull	POD
Mottle	X	X	X	X				
Picking or Hickies	X	X	X	X			X	
Mis-register or Slur	X	X	X	X				
Curl or Wavy	X		X	X	X			
Smashed Blanket	X	X	X	X		X		
Streak	X	X	X	X				
Size Variation	X	X	X	X				
Rough Edges	X	X	X	X			X	
Wrinkles or Creases	X	X	X	X				
Blistering	X	X	X	X				
Delivery damage	X			X	X			X
Bindery Cracking	X	X	X	X				
Shade Variation	X	X	X	X				