

Customer Guide for Documenting & Submitting Claims

At Port Hawkesbury Paper, we are committed to fully understanding and meeting our customers' needs. We achieve this by obtaining feedback from customers, carefully setting targets for key paper properties, and developing systems to ensure that those targets are met consistently.

Our standard operating procedures include market-based specifications, continuous quality control testing, and the use of statistical process control software to ensure the highest paper quality. We routinely provide our operators with feedback and encourage employees throughout our organization to meet customers in order to better understand their needs.

Nevertheless, we recognize technical difficulties may arise during printing, and we strive to provide our customers with the technical service necessary to work through the problems to a mutually beneficial resolution. This guide is intended to assist our customers through the claims submission process.

For General Claim Inquires or Technical Service

During Business Hours – 8:00am - 6:00pm Atlantic Time

Contact Customer Service: (800) 989-3608 or

Port Hawkesbury Paper Claims Hotline: (902) 625-6200

After Hours: Please contact your mill technical field service representative via cell phone for after hours support.

Technical Service Contact Information:

Technical Service (On Call 24/7)

Bruno D'Amato

416-624-3930

bruno.damato@porthawkesburypaper.com

Henry Evans

901-849-2262

henry.evans@porthawkesburypaper.com

Claims Processing

Port Hawkesbury Paper Claims

902-625-6200 | 902-625-6174 fax | claims@porthawkesburypaper.com

Send completed Port Hawkesbury Paper claims packages to: the following addresses (or as directed by your Technical Field Service Representative):

For US Customers:

Port Hawkesbury Paper

c/o Henry Evans

54 Sarah Cv.

Atoka, TN 38004

For Canadian Customers:

Port Hawkesbury Paper

c/o Bruno D'Amato

31 Munroe Crescent

Uxbridge, Ontario L9P 1L5 Canada

Complaint Process

Step 1 Pressroom identifies suspected paper-related problem



Step 2 Promptly notify Port Hawkesbury Paper Technical Field Service Representative



Steps 3 & 4 Collect basic paper and press related information



Step 5 Collect materials that demonstrate the problem (see guide on pages 11-12 for evidence requirements)



Step 6 Submit the completed claim package to Port Hawkesbury Paper



If you suspect there is a problem with your paper...



Step 1

The pressroom suspects a paper related problem



Step 2

Immediately notify Port Hawkesbury Paper using the contact information listed on Page 2.

This is a critical step in the process - if we do not know there is a problem, we can't help you fix it. If you suspect a paper-related problem, notify PHP immediately. Claims for lost press time will not be considered unless we are notified within 24 hours from the time of the initial problem and given an opportunity to assist in identifying alternative solutions. The printer will be responsible for any lost press time if they choose to continue on press without notifying a mill representative.

Please have as much of the information from Step 3 and 4 available when making your first phone call. This will enable the Technical Field Service Representative to more promptly respond to your concern.

The mill's personnel manage all claim submissions. If a merchant supplied the paper, the merchant may assist you in preparing and submitting the claim. However, the merchant is not authorized to determine fault or negotiate a settlement on behalf of PHP.

Our TFS reps are on call 24 hours a day, 7 days a week.



Step 3

Collect all basic paper related information:

- PHP Order number
- PHP roll tracking number is REQUIRED
- Grade and basis weight
- Roll size(s)
- Quantity ordered
- Quantity effected by the problem



Step 4

Collect all press related information:

- A description of the problem
- Apparent defect
- Condition of the print job
- Downtime (if any)
- A description of the press
- Number of units
- Type of ink, plates, fountain solution
- Color sequence



Step 5

Collect materials that demonstrate the problem. If you have any questions, contact your TFS representative.

Insufficient evidence will be considered a basis for rejecting a claim. Be sure to clearly mark defects and identify all sheets submitted. Mail samples flat if they will be evaluated for curl or surface wrinkles. Rolled samples are acceptable for other conditions and should be shipped in a mailing tube.

The following may be required:

- Printed and plain paper roll-up of competitive samples, if you are using them as a comparison
- Photos to show the defect, if necessary

PHP requires specific evidence to document certain types of print defects. The table in the following pages summarize these additional requirements.

The customer is responsible for submitting the samples and other information necessary to process the claim. However, if one of our Technical Field Service Representatives is given the opportunity to visit the pressroom, the TFS rep will help you investigate the root cause, determine options to resolve the problem, and collect the appropriate samples.



Step 6

Submit your completed claim to PHP using the appropriate claims contact address in this guide. Include a technical point of contact so that we may answer any unresolved issues promptly.

Specific Evidence Requirements

All roll numbers and labeling evidence to their corresponding roll numbers are required with each claim

Defect	Evidence Required
Baggy rolls (or other roll condition)	<ul style="list-style-type: none"> • 12 printed samples • Plain paper roll-up (see note) • Test strip from Schmidt Hardness Tester (if available)
Concealed damage	<ul style="list-style-type: none"> • Photographic evidence of damage with wrapper and unwrapped rolls
Contamination	<ul style="list-style-type: none"> • 12 printed samples • Plain paper roll-up (see note) • Tape pulls on clear acetate tape showing debris from blanket or plate
Crushed cores	<ul style="list-style-type: none"> • Roll numbers • Photographic evidence of damage • Location, address of rolls and contact information for repairs • If available, signed BOL for damage by driver
Ink or paper piling	<ul style="list-style-type: none"> • 12 printed samples showing the defect • Plain paper roll-up (see note) • Samples of inks and fountain solution with MSDS • Photos of defect
Mottle	<ul style="list-style-type: none"> • 12 printed samples showing the defect • Plain paper roll-up (see note) • Identify outside of roll on printed samples • Color sequence • Samples of inks and fountain solution with MSDS • Photos showing the issue on the blankets or plates
Short shipments	<ul style="list-style-type: none"> • Copy of bill of lading or delivery receipt signed by the driver for the shipping shortage (with missing roll number(s) noted) • Inventory receiving report

***Note: A minimum of ten feet rolled up off the outside of the roll for each roll is required. Evidence should be sent in a mailing tube and be clean, wrinkle free, and in good condition. Please do not fold plain paper samples.**

Defect	Evidence Required
Slitter dust, picking or hickies	<ul style="list-style-type: none"> • 12 printed samples showing the defect • Plain paper roll-up (see note) • Tape pulls are necessary to support the claim - tape pulls on clear acetate tape showing debris from the blanket or plate
Surface (galvanizing, dirt, scratches, etc.)	<ul style="list-style-type: none"> • 12 printed samples showing the defect • Plain paper roll-up (see note) • Tape pulls are necessary to support the claim - tape pulls on clear acetate tape showing debris from the blanket or plate
Transit damage	<ul style="list-style-type: none"> • Photographic evidence of damage with wrapper and unwrapped rolls - e-mail of a digital photo • Copy of the bill of lading or delivery receipt signed by the driver for the shipping damage • Railroad inspection report or waiver • Copy of manifest (with damage noted)
Web breaks	<ul style="list-style-type: none"> • Evidence of defect or sheet damage • Position on press where break occurred • PH roll identification number for rolls in question
Wrong size or mislabeled rolls	<ul style="list-style-type: none"> • Bill of lading • Copy of roll label • Photo of roll showing measurement with tape measure or physical samples
Other	<ul style="list-style-type: none"> • Contact Technical Field Service representative for suggestions

***Note: A minimum of ten feet rolled up off the outside of the roll is required. Evidence should be sent in a mailing tube and be clean, wrinkle free, and in good condition. Please do not fold plain paper samples.**

*

Claim Resolution Policies

1. Port Hawkesbury Paper (PHP) will respond to claims, including a decision on credit owed, within 4 weeks of receiving a complete claims submission from the customer.

2. PHP will make every effort to replace defective paper as soon as possible. However, if PHP cannot ship replacement paper in time to meet deadlines, PHP will not be liable for additional costs incurred by the printer unless a written agreement has been negotiated prior to the printer continuing with the print job.

3. Shipment of standby or replacement paper does not obligate PHP to validate the customer's claim. If the replacement paper prints without problems, then the original paper must be reprinted to confirm a problem. If the original paper then prints without a problem, PHP will not accept the paper as a return.

4. PHP reserves the right to assume ownership of any rejected paper on an approved claim and the disposition of such paper is at the discretion of the mill. A mill representative will provide written disposition instructions once a claim has been settled. Debits to PHP covering rejected paper must be accompanied by a Bill of Lading consistent with the disposition instructions.

If the paper is to be scrapped or recycled, proof the scrap value received must be provided. If no proof is provided, PHP will assume market price and will deduct the scrap value from the overall credit amount.

5. PHP will not assume responsibility for continued use of a questionable product.

6. PHP is not responsible for print defects related to faulty equipment, improperly operated equipment, or incompatibilities between inks, fountain solution, blankets and plates.

7. PHP is not responsible for print defects related to fluting, which is dependent on several factors, including ink coverage and form layout.

8. The customer is responsible for choosing the appropriate paper for a given project. Assistance and advice from PHP representatives does not imply warranty if the end-use of the paper selected exceeds the paper's design capabilities.

9. PHP will not assume responsibility for print jobs that have been initially approved by the printer, but later rejected by an end user.

10. PHP will not assume responsibility for blanket damage unless the customer documents that such damage was clearly paper-related. On justified claims, blankets will be replaced as new. Claims for installation or lost press time related to blanket changes will not be paid.

11. Paper-related web breaks will be evaluated on an individual basis. In general, a roll can be rejected for two or more paper-related breaks if conclusive evidence is provided. Three or more paper-related breaks can result in a rejected roll if inconclusive, but supporting evidence is provided.

12. PHP will not assume liability for complaints associated with aging, such as loose cores, splice failures, shade deterioration, strength loss or changes in moisture after one year from delivery date.

13. PHP will not assume liability for converting problems, including cracking at the fold, cutter dust, static and wrinkles related to cutting, sheeting for folding operations. This includes in-line sheeter on sheetfed presses and bindery operations on heatset presses.

14. PHP will not assume responsibility for transit damage or carrier shortages. If all the appropriate evidence is provided as specified in the Specific Evidence Requirements table (see transit damage), then PHP will assist the customer in submitting a claim to the appropriate shipping company when requested.

15. PHP will make every effort to meet acknowledged delivery dates. However, PHP will not assume responsibility for additional costs incurred by the customer as a result of late delivery caused by conditions beyond our control.

16. PHP must receive paper related claim notification within 12 weeks from the time of the paper related issue. Transit claims must be filed within 14 days in order to submit to the carrier in order to fully justify a claim. PHP will no longer process transit claims of less than 200 lbs (or \$100).