

Using your own form or this one, please make sure all claims include the following information, documentation and supporting evidence.

DATE _____

CUSTOMER INFORMATION:

CUSTOMER NAME _____
 ADDRESS _____
 CITY/STATE/ZIP _____
 CONTACT _____
 TELEPHONE _____
 E-MAIL ADDRESS _____

END-USER INFORMATION:

CUSTOMER NAME _____
 ADDRESS _____
 CITY/STATE/ZIP _____
 CONTACT _____
 TELEPHONE _____
 E-MAIL ADDRESS _____

CLAIM DETAILS

CUSTOMER PO# TO DOMTAR _____ DOMTAR INVOICE # _____ CUSTOMER CLAIM # _____

PRODUCT INFORMATION

GRADE _____
 BASIS WEIGHT _____ SIZE PURCHASED _____ ITEM # _____
 EQUIPMENT BEING USED _____ WAS PAPER CUT DOWN FROM ORIGINAL SIZE? YES NO
 ROLL / TAPPI / BATCH / LOT # / JOB # _____

(TAPPI code and/or mill manufacturing code will be stenciled on the package. The stock item number (SKU) under the barcode on the label will NOT provide any information we can use for tracking an issue to a particular manufacturing mill and date)

COMMENTS / CLAIM DESCRIPTION

HANDLING DAMAGE

Evidence will include samples, printed or unprinted, and/or photos of the problem.

- EDGE DAMAGE
- GOUGES / BOTTOM DAMAGE
- CRUSHED CORE
- WATER DAMAGE
- OTHER _____

CONTAMINATION

Evidence will include samples of the problem, printed or unprinted, and tape pulls if applicable.

- OIL & GREASE
- DIRT
- INK SPOTS
- STARCH SPOTS / SCABS
- PICKING
- SLIME HOLES
- OTHER _____

OTHER

Evidence will include photos of the problem. Samples are requested if available.

- POOR JOG
- LOOSE CORE
- ROLL WIDTH
- GLUE ON PAPER
- WRONG SHEET SIZE
- OTHER _____

SPECIFICATIONS

Evidence will include samples of the problem, printed or unprinted. Evidence for baggy rolls will include 20 feet of unprinted web off the roll.

- BASIS WEIGHT
- CALIPER / BAGGY
- MOISTURE
- SHADE VARIATION
- SMOOTHNESS
- OTHER _____

WRINKLES

Evidence will include printed and/or unprinted samples. Unprinted samples are preferred.

Please provide description of wrinkles:

EXPLANATION OF CLAIM COSTS

_____ \$ _____
 _____ \$ _____
 _____ \$ _____
 _____ \$ _____
 _____ \$ _____

TOTAL OF CLAIM

\$ _____

The Quality Claim Administrator will review all claims submitted. Payment of claims will be pending justification of complaint and review of charges submitted. The customer will be notified that we have received the claim, informed of the Domtar complaint tracking number, advised of authorized claim value and final disposition of the rejected stock. If Domtar does not initiate a pick-up of rejected stock, the customer will be advised to scrap or donate the product. A copy of the credit invoice should be auto-faxed to the customer by accounting when the credit is issued.