



> PRODUCT GUARANTEE AND CLAIMS MANUAL



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INTRODUCTION

PIXELLE 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, PIXELLE 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 are not enough.

If you encounter a paper defect or suspect that a process problem 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 personal and business ethics shall be above reproach.

PIXELLE QUALITY STATEMENT

PIXELLE 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.

FORESTRY CERTIFICATIONS

PIXELLE is proud to have achieved triple chain of custody certification to three key forestry standards: FSC, SFI, and PEFC. This acknowledgment by the internationally-recognized independent organizations reinforces PIXELLE'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. If you require FSC, SFI, or PEFC certified products please contact your PIXELLE sales representative.

RECYCLED CONTENT

PIXELLE 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.

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.

If the demands for a particular job are excessive or unusual, PIXELLE must be advised of these conditions at the time the order is placed.

Use of our products for applications beyond their design capabilities is done so at the customer's own risk. We will not honor performance claims under such circumstances. For example, PIXELLE will not be responsible for standard roll grades that are printed in sheet forms. Carbonless papers in roll form are not guaranteed to edgepad unless edgepaddable rolls are specified in the original purchase order. We will not be responsible for non-digital or non-ink jet grades being used in those applications.

ORDER ENTRY

Pixelle acknowledges orders in writing to ensure accuracy. Our expectation is that the order acknowledgments are reviewed upon receipt for accuracy so that the customer can notify Pixelle immediately if acknowledgment does not indicate intended criteria. Orders that satisfy acknowledgment criteria will be considered quality.

ROLL SEQUENCING

Within a given manufacturing run, we recommend the sequential running of rolls by machine position. This will optimize performance and aid troubleshooting measures should the need arise. (Run all A's then B's, C's, D's, etc.)

GENERAL USAGE

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

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.

To promote flatness and/or dimensional stability, PIXELLE recommends that packages stand unopened in the pressroom environment for at least 24 hours prior to unwrapping. This is necessary to preserve the supplied moisture content of the paper while conditioning it to the pressroom environment.

PIXELLE 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.

PIXELLE 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 terms based on the indoor/outdoor temperature difference, and the volume of paper involved.

Temperature Difference In Degrees Fahrenheit

	10	15	20	25	30	40	50	60
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.	18 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

MILL TOLERANCES

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, PIXELLE will ensure that the minimum order quantity is met. When overruns exceed one package, PIXELLE 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%

ROLL WEIGHTS

A number of factors determine individual roll weights and Pixelle has no specified limitations. Actual scaled roll weights are stated on outside roll labels and on corresponding packing lists. Roll weights are inclusive of cores and all packaging materials.

BASIS WEIGHT

Our papers are manufactured to a nominal basis weight with a tolerance of ±5%.

CALIPER OR PPI

Our papers are manufactured to a nominal caliper with a tolerance of ±5%.

ROLL DIMENSIONS

Specified Diameter Tolerance

Specified Diameter	Tolerance
Maximum Value	Tolerance -2"

PIXELLE rolls are manufactured to a nominal width, with a tolerance of ±1/32".

SPLICES / PATCHES

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.

“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.

Book Grades

MAXIMUM of 3 SPLICES/CORRECTIONS (HOLE PATCHES) IN ANY ROLL

- No splice (or hole patch) will be within 1" of the outside diameter (top) of the roll.
- No splice (or hole patch) will be closer than 5" to the core.
- No splice (or hole patch) will be closer than 1" to another splice or hole patch.
- Hole patches must be in at least 1" from the edge of the roll.

Carbonless Grades

MAXIMUM of 3 splices per roll.

- No closer than 2,000 feet from the top of the roll.
(CF Tag Grades – no closer than 1" from top of roll)
- No closer than 1" apart within the roll.

Uncoated Specialty Grades

MAXIMUM of 3 splices per roll - With the exception of LASER MOCR AND PIXELLE at 1 splice per roll

- No closer than 1" from the top of the roll
- No closer than 3" from the core
- No closer than 1" apart within the roll (If more than 1 splice is allowed)

FOOTAGE

Carbonless Grades – Target is ordered footage

There is a footage tolerance of \pm 200 feet of the ordered footage

- \pm 100 feet operator tolerance
- \pm 100 feet footage meter tolerance

CORES

All PIXELLE Carbonless products are standard 3" I.D. fiber cores. Specialty Uncoated Papers are standard in both 3", 5" and 6" I.D. cores. Other core sizes may be available; please contact Pixelle Customer Service for details.

SHEET DIMENSIONS

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

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

SQUARENESS

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

CURL – SKIDDED SHEETS (NON-CARBONLESS)

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

SHADE

PIXELLE has established lab 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 PIXELLE runs are mixed, our end-users should perform a visual color match.

CLAIMS POLICY

Quality Claims

CLAIM SUBMISSION PROCEDURE

PIXELLE 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 converting can certainly be an inconvenience. 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 PIXELLE, including coated and uncoated printing papers, cover stocks, ledgers, carbonless and other Specialty Uncoated Papers.

CRITERIA FOR CONSIDERING CLAIMS

All PIXELLE products are guaranteed against defects of quality and workmanship. The purchase price will either be credited or the product replaced. 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 PIXELLE.**

In the unfortunate event that a customer experiences a problem with an order, delivery or our paper, we ask that the customer notify Pixelle immediately.

- For order and/or delivery issues contact Customer Service at customerservice@pixelle.com
- When a customer or end-user encounters a problem that is believed to be paper-related, it is their responsibility to immediately notify PIXELLE.

Orders shipping from Ohio:
tfs@pixelle.com
Pixelle Specialty Solutions
Technical Field Services
232 E. 8th Street
Chillicothe, OH 45601
Phone: 1-800-832-6323
Fax: 740-772-0120

Orders shipping from Spring Grove, PA
ProductAssurance@Pixelle.com
PIXELLE Product Assurance Department
228 South Main Street
Spring Grove, PA 17362
Phone: 717-225-4711
Fax: 717-225-5400

PIXELLE personnel must be part of any decision to continue to process product if additional costs for loss of product or value-added costs are expected. If the end-user fails to contact PIXELLE and continues production, the end-user must accept sole responsibility for the quality of the finished product as well as any incurred losses and damages.

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 you have a problem, call us immediately for direction. We agree to reimburse any cost that is mutually planned in occurrence. For engineered product grades, we need notification to reimburse any committed charges prior to implementing the plan.

If the end-user fails to contact PIXELLE 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 PIXELLE to a settlement.

Required Documentation

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

- Roll number from the shipping label, skid label, or carton day code number
- PIXELLE Order Number, Purchase Order Number, Delivery Number **or** Shipment Number
- What is the problem?
- When did the problem begin?
- Where is the problem occurring?

Other useful information includes:

- Grade, Basis Weight, Size
- 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 samples.
- Enclose information to identify what the samples represent such as any email exchanges with TFS/PA, or a handwritten note with a clear description of the problem and the contact name and phone number.

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 using a digital color photograph. Depending on the situation, a PIXELLE 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 PIXELLE's Product Assurance Department (PA mill) or Technical Field Services (OH mill). Settlement shall not exceed the invoice value of the order involved.

Notes:

- Claims may not be deducted from current invoices until authorized via a PIXELLE credit statement.
- Value-added charges and claim handling fees will not be honored unless contractually agreed to.

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, PIXELLE may ship "stand-by" replacement paper before a thorough claim investigation is completed. This does not imply that PIXELLE 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, PIXELLE 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. PIXELLE 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. PIXELLE 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 breaks per 100 rolls	or 1 break per 14 rolls
35# - 49#	5 breaks per 100 rolls	or 1 break per 20 rolls
50# and greater	3 breaks per 100 rolls	or 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 PIXELLE.

We make no guarantee of production rates for in-plant sheeting operations. Defects normally removed during PIXELLE sheet inspection but encountered as a result of in-plant sheeting, are the responsibility of the end-user. Examples include but are not limited to: lost time, spoilage, squareness, 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

PIXELLE 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
- Product qualification for each subsequent end use application
- Plant handling pressure: Implement lowest pressure feasible to safely maneuver packages

Shortages and Overages Claims

It is the responsibility of the receiver to verify **at the time of receipt** that the items and quantities physically delivered match the items and quantities on the packlist.

SHORTAGES MUST BE:

- Noted on the BOL (or carrier POD) and acknowledged with the truck driver's signature.
- Reported to Pixelle within 10 days of and including the date of delivery.

NO EXCEPTIONS

- Notes on the BOL/POD stating "subject to later count" are not accepted.
- A copy of the BOL/POD with the notations and driver's signature must be forwarded via email to CustomerService@pixelle.com.

Note: In the case of rail shipments, notations must be made on the packlist affixed to the inside of the rail car.

OVERAGES

If items that were not ordered and do not appear on the packlist are unloaded, please provide the information below:

- Corresponding delivery number
- Material number
- Quantity
- Photo of the roll labels
- Photo of any other labels or markings on the excess item(s) (example: Carrier PRO label)

Please report this to Pixelle as soon as possible.

TRANSIT DAMAGE CLAIMS

It is the responsibility of the consignee to thoroughly inspect each shipment immediately upon arrival. Any wet paper or damage, that is not of a concealed nature must be noted on the carrier's delivery receipt, aka the Bill of Lading (BOL). A signed packlist is not acceptable.

For wet or damage delivery by truck or container, the consignee should document the PIXELLE material number (for rolls and cartons) and MNARI roll ID (from the roll label) and note the specific damage. The truck driver should acknowledge the wet/damaged condition by countersigning the BOL and should contact the trucking company immediately.

- Notes on the BOL/POD stating "subject to inspection" are not accepted.

Consignee should take photos (digital preferred) as evidence of the damaged condition. It is recommended that photos be taken prior to unloading. Photos should include product packaging to indicate if the roll headers or cartons were damaged. If there is evidence that the condition of the trailer or container contributed to the damage, supporting photos should be provided with the claim (i.e. wet trailer floor, holes in trailer roof, nails protruding from trailer floor, etc.). Please ensure the photos indicate the proper date as pictures with old dates cannot be used to validate a claim.

All transit damage claims should be filed directly with the carrier. As a courtesy, PIXELLE can file a claim against the carrier on behalf of our customer. PIXELLE will negotiate the claim with the carrier and issue credit to our customer upon final settlement. Wet or damaged product MUST be retained for disposition by the carrier.

Wet or damage that is of a concealed nature and not apparent upon receipt of the product must be reported to PA/TFS within 15 days from the date of delivery. Photos should be taken immediately upon discovery and submitted as evidence.

Claims submitted for damage that should have been seen at the time of delivery (obvious damage) but reportedly was discovered after the driver left, may not be honored.

PIXELLE cannot file claims on behalf of our customers unless we are named as the shipper. We cannot accept claims for collect shipments hauled by a customer-appointed carrier.

Submit claims, photos and supporting documentation to:

Orders shipping from Ohio:

tfs@pixelle.com
Pixelle Specialty Solutions
Technical Field Services
232 E. 8th Street
Chillicothe, OH 45601
Phone: 1-800-832-6323
Fax: 740-772-0120

Orders shipping from Spring Grove, PA

ProductAssurance@pixelle.com
PIXELLE Product Assurance Department
228 South Main Street
Spring Grove, PA 17362
Phone: 717-225-4711
Fax: 717-225-5400

RETURN POLICY

All returns require a return authorization.

Please note that the damaged paper policy below is in effect for any return, regardless of source of error.
RETURNED PAPER DUE TO PIXELLE 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. PIXELLE 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. PIXELLE 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 arranging for return freight, paying the freight cost both ways and a \$10/CWT restock fee. This restocking fee is non-negotiable.
- 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. PIXELLE will be unable to accept return of items purchased 6 months or more prior to the date of the return request, nor obsolete items no longer manufactured or stocked by PIXELLE.

RETURNING PAPER THAT GETS DAMAGED IN TRANSIT DURING RETURN TO THE MILL

If it becomes necessary to return paper to our mills, PIXELLE expects these items will be in a condition ready for restocking. In the event returning goods are damaged upon receipt at PIXELLE, 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.
- C) 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
 - All carton returns MUST be on pallets, even if a minimum of one carton is being returned. Failure to do so may result in product damage and reduce or eliminate any credit due.
 - Take digital photos as evidence of load conditions prior to departure from shipping location.
Send the photos to the Pixelle Rep handling the return.
 - 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 PIXELLE's criteria for accepting and crediting mill claims involving transit damage. A PIXELLE 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 PIXELLE representative.
 - **Paper shall not be returned to our mills without written authorization.**

