



WEST LINN PAPER COMPANY
Claims Guide

Customer Guide for Documenting and Submitting Claims

At West Linn Paper Company, we are committed to fully understanding and meeting our customer's 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 specific customer 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.

West Linn Paper Company
4800 Mill Street
West Linn, Oregon 97068

During Business Hours (6 a.m. - 5 p.m. - Pacific Time):
Customer Service at 800-989-3608 or
Claims Hotline: 503-557-6679

After Hours:

Please contact technical service office or cell numbers listed in this book. If there is no response, please contact the mill at the main phone number (503-557-6500) and ask for after hours technical support.

Complaint Process

Step 1
Pressroom identifies suspected paper-related problem



Step 2
Promptly notify
West Linn Paper Company



Step 3 & 4
Collect basic paper and press
related information



Step 5
Collect materials that
demonstrate the problem



Step 6
Submit the completed claim
package to WLPC



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

Step 1

The pressroom suspects a paper-related problem.

Step 2

Notify West Linn Paper Company, using the contact information printed in this brochure.

This is a critical step in the process — if we don't know there is a problem, we can't help you fix it! If you suspect a paper-related problem, notify WLPC 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 West Linn Paper.

Please have as much of the information from steps 3 and 4 available when making your first phone call. This will enable the Technical Service Rep (TSR) to more promptly respond to your concern.

WLPC 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 WLPC.

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

Step 3

Collect all basic paper-related information:

- WLPC Order Number
- WLPC Roll/Tracking Number(s) - REQUIRED
- Grade/Finish/Basis Weight
- Roll Size(s)
- Quantity ordered
- Quantity effected by problem

Step 4

Collect basic press-related information:

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

Step 5

Collect materials that demonstrate the problem.

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're using them as a comparison
- Photos to show defect, if necessary

WLPC requires specific evidence to document certain types of print defects. The table on 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 Service Representatives is given the opportunity to visit the pressroom, the TSR 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 WLPC to the claims contact address in this guide. Include a technical point of contact so that we may answer any unresolved concerns 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)
Blanket damage	<ul style="list-style-type: none"> - Sample of damaged blanket - 12 samples before damage - 12 samples after damage
Blistering	<ul style="list-style-type: none"> - Plain paper roll-up (see note) - 12 printed samples with defect - 12 printed samples without defect - Web exit temperature, speed - Make and length of dryer
Contamination	<ul style="list-style-type: none"> - 12 printed samples showing the defect - Plain paper roll-up (see note) - Tape pulls on clear acetate tape, showing debris from blanket or plate
Edge Curl	<ul style="list-style-type: none"> - 12 printed and unprinted, unfolded sheets mailed flat - Photos of defect
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 showing issue on the blankets or plates
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 sample - Color sequence - Samples of inks and fountain solution, with MSDS
Short Shipments	<ul style="list-style-type: none"> - Copy of bill of lading or delivery receipt signed by the driver for shipping shortage (with missing roll(s) numbers 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.

Specific Evidence Requirements

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 claim - Tape pulls on clear acetate tape showing debris from blanket or plate
Surface (poor coating, galvanizing, dirt, scratches, etc.)	<ul style="list-style-type: none"> - 12 printed samples showing the defect - Plain paper roll-up (see note) - Tape pulls on clear acetate tape showing debris from blanket or plate
Transit damage	<ul style="list-style-type: none"> - Photographic evidence of damage or e-mail of a digital photo - Signed bill of lading or delivery receipt by driver for 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
Wrong size or mis-labeled 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 TSR for suggestions

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.

Claim Resolution Policies

- 1.** WLPC will respond to claims, including a decision on credit owed, within 4 weeks of receiving a complete claims submission from the customer.
- 2.** WLPC will make every effort to replace defective paper as soon as possible. However, if WLPC cannot ship replacement paper in time to meet deadlines, WLPC 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 WLPC to validate the customer's claim. If the replacement paper prints without problems, then the original paper must be re-printed to confirm a problem. If the original paper then prints without a problem, WLPC will not accept the paper as a return.
- 4.** WLPC 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 WLPC. A mill representative will provide written disposition instructions once a claim has been settled. Debits to WLPC 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 of the scrap value received must be provided. If no proof is provided, WLPC will assume market price and will deduct the scrap value from the overall credit amount.
- 5.** WLPC will not assume responsibility for continued use of a questionable product.
- 6.** WLPC is not responsible for print defects related to faulty equipment, improperly operated equipment, or incompatibilities between inks, fountain solution, blankets and plates.
- 7.** WLPC 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 WLPC representatives does not imply warranty if the end-use of the paper selected exceeds the paper's design capabilities.
- 9.** WLPC will not assume responsibility for print jobs that have been initially approved by the printer, but later rejected by an end user.
- 10.** WLPC 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.

Claim Resolution Policies (continued)

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. WLPC 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 the delivery date.
13. WLPC will not assume liability for converting problems, including cracking at the fold, cutter dust, static and wrinkles related to cutting, sheeting or folding operations. This includes in-line sheeters on sheetfed presses and bindery operations on heatset presses.
14. WLPC 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 WLPC will assist the customer in submitting a claim to the appropriate shipping company when requested.
15. WLPC will make every effort to meet acknowledged delivery dates. However, WLPC will not assume responsibility for additional costs incurred by the customer as a result of late delivery caused by conditions beyond our control.
16. WLPC must receive notification within 12 weeks from the time of the paper related or transit issue in order to fully justify a claim.

Technical Service Contact Information

Technical Service: Tom Balicki
tbalicki@westlinnpaper.com
Office: 847-364-4255
Cell: 847-226-1384
Fax: 847-364-4253

Claims Processing
West Linn Office: E-mail: claims@westlinnpaper.com
Phone: 503-557-6679
Fax: 503-557-6614

Send completed claims packages to:
Claims Processing
West Linn Paper Company
4800 Mill Street
West Linn OR 97068

If you are on press and need assistance after normal business hours, please contact technical service first. If no response, please contact the mill at the main number (503-557-6500) and ask for after-hours technical support.

Warranty Statement

The following statement, also appearing on our standard acknowledgement forms, limits our liability:

West Linn Paper Company warrants that the material delivered hereunder shall be of its standard quality and that such material is adequately packaged and labeled. The foregoing warranties are exclusive and are in lieu of all other warranties (whether written, oral or implied) including warranty of fitness for a particular purpose.

West Linn Paper Company liability, whether resulting from negligence or otherwise, shall not exceed the purchase price of the shipment or part thereof involved.

West Linn Paper Company - Quality Claim Form

Date Submitted: _____ Date of Occurance: _____ Submitted by: _____

Merchant Information

Claim #:

Printer Information

Claim #:

Merchant:

Printer:

Contact/Sales Rep:

Printer Contact:

Phone No:

Phone No:

Address/Location:

Address/Location:

Merchant PO #: _____ WLPC PO #: _____ WLPC Invoice #: _____ Job Name/#: _____ Printer PO #: _____

Paper: Grade: _____ Basis Weight: _____ Roll Width: _____ Qty Shipped: _____
 Amount Printed: _____ Amount Unprinted: _____ Other paper run for comparison: _____

Was paper wrapped until printed? Yes No Roll # _____ Roll # _____
 Roll # _____ Roll # _____

Where in the process was the defect discovered? At printer First Pass Subsequent Passes After Printing Bindery Other _____

Was paper converted? Yes No if yes, please indicate who converted the paper: _____

Printing Details: Conventional Digital Dry Offset UV Other _____

Inline Sheetfed Web Press Manufacture/Model: _____ Size: _____
 No. of Units: _____ No. of colors: _____ Color Sequence: _____ Press Speed: _____
 No. of passes: _____ Type of blanket: _____
 Ink Tack: _____ Ink Additives: _____ Fountain Solutions: pH: _____ Conductivity: _____
 Oven Type/Length: _____ Web Temp: _____ Plant Conditions: Climate Controlled: Yes No Temp: _____

Explanation of problem: _____

Apparent Defect: _____ **Corrective Action:** _____

Condition/Status of print job: _____

Disposition Request: Yes No **Location of defective paper:** Printer Merchant Other

Address: _____ Contact Person: _____
 _____ Phone: _____ Fax: _____

Costs Associated with Claim:

Type of Cost:	Quantity:	Unit Cost:	Total Cost:
Lost Press Time:			
Make readies			
Unprinted Paper to Return:			
Blankets:			
Plates:			
Printed Spoilage:			
Other:			
TOTAL:			

Total amount of claim: _____ Evidence: Enclosed: Sent separately
 (for required evidence, please refer to claims guide)

Signature of person submitting claim: _____ Date: _____

Phone: _____ E-mail: _____



Submit claims to: West Linn Paper Company
 Attn: Claims
 4800 Mill Street (for UPS or Fed EX) or:
 Box 68 (for USPS service)
 West Linn, OR 97068

Questions call: 503-557-6679
 Fax: 503-557-6614
 E-mail: claims@westlinnpaper.com

West Linn Paper Company Transit Damage Report

Date _____

To process a transit damage, please provide the following evidence along with this form:

- 1) Photographic evidence of damage or e-mail of digital photo
- 2) Signed bill of lading or delivery receipt by driver for damage
- 3) Railroad inspection report or waiver
- 4) Copy of manifest (with damage noted)

Send claims packages to:
WLPC Claims
4800 Mill Street
PO Box 68
West Linn, OR 97068

Claim #: _____

PO#: _____

Roll Numbers: _____

Weight: _____

Briefly Describe Damage _____

Name of Carrier: _____

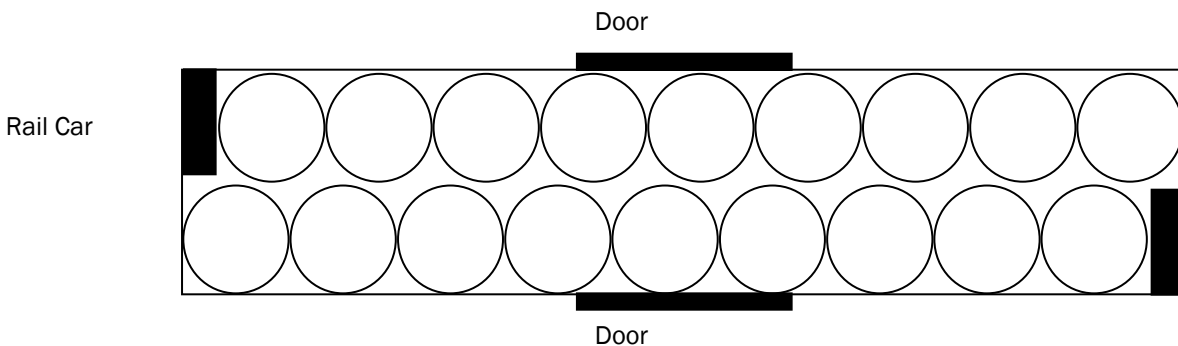
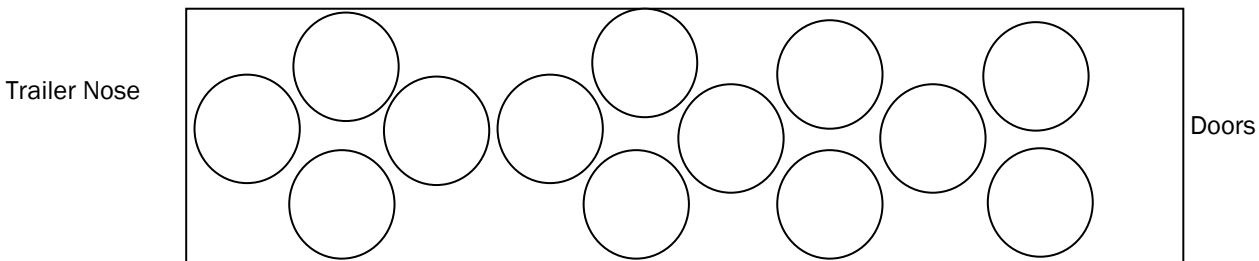
Trailer # _____

Driver's Printed Name: _____

Driver Signature: _____

Person filing Report: _____

Please indicate the position of the damaged roll in the trailer or rail car:





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www.westlinpaper.com