



Claim Information

Policy

Wausau Coated Products will honor all reasonable claims if, (1) the customer supplies evidence samples necessary for our Quality Control Department to analyze the complaint, (2) Wausau Coated Products finds that the product is defective, and (3) Wausau Coated Products Quality Control Department justifies the complaint.

Procedure for Filing a Claim

Claims must be submitted with a complete description of the problem and both printed and unprinted samples of the material. A list of information including the following items should be attached.

1. Customer name, address, and phone number.
2. Name and location of the printer or converter (if different than the customer)
3. Name of the person to contact at the customer/printer/converter
4. Purchase order number
5. Invoice number
6. Product description including facestock, adhesive, and liner
7. Product dimension (width, length, footage, etc.)
8. Quantity shipped
9. Complaint quantity (if different than the quantity shipped)
10. Lot number and job number
11. Press information including model, type, and impressions per hour
12. Inks used

To help expedite the claim process and assist in identifying and resolving the problem, please attach a detailed description of what was done by the end user. Wausau Coated Products representatives must be given full cooperation by all parties during the investigation of a complaint.

Customer Responsibility

When a customer encounters a problem, which he/she suspects is related to the product, it is that person's responsibility to stop production and notify Wausau Coated Product's Customer Service Department or our Quality Control Department immediately. Should the customer continue production after a problem occurs-without notifying the Customer Service Department -he/she assumes sole responsibility for all costs. Unless Wausau Coated Products participates in a decision to continue production after a problem has surfaced, no responsibility will be assumed for any costs associated with a claim.

Claim Liability Limitations

Wausau Coated Products will not accept responsibility for problems caused because the product has been printed, trimmed, die cut, or converted in any manner by a printer or converter. Claims relating to the use of the product on defective equipment or equipment which is improperly maintained cannot be honored. Claims for problems relating to humidity and/or temperature imbalance between the product and the customer's plant after the package has been opened cannot be accepted. Other claims may be denied for subsequent handling, care, operations, etc. if deemed to be beyond our control. Wausau Coated Products will not accept liability for problems arising from the deterioration of the product after 6 months or one year (depending upon the pressure sensitive construction) from the date of shipment.

Claim Time Response

Upon receipt of a properly filed claim, along with appropriate samples, Wausau Coated Products' Quality Control Department will make every effort to analyze the information and an outside sales representative will respond in writing within 30 days.

Product Returns

Return of the product or shipment of the product to any other location must be authorized by a Wausau Coated Products' representative. A Material Return Authorization (MRA) number must be obtained from the Customer Service Department or the Quality Control Department before product is returned. The MRA number must be listed on the Bill of Lading and clearly marked on each skid of returned material.

To assist the Quality Control Department in making an accurate assessment of the problem and to minimize damage, we request that returned material be placed on a cardboard liner on the original skid, or on an appropriate-sized skid so that no material hangs over the sides. Please place silicone paper between the rolls. Skids should not exceed 48" in height. Roll identification must be replaced and the rolls should be stretched-wrapped to prevent contamination by dirt, grease, etc., and banded securely to the skid.

Return Policy for Reasons Other Than Quality

All product returns must have authorization from Wausau Coated Products' Customer Service Department. No return will be accepted without an MRA number.

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