



I46 /P5	<b>INSTRUCTIONS FOR REPORTING DAMAGED GOODS. CARBONLESS COPY PAPER</b>	<b>Revision 1</b>
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	<b>Full name</b>	<b>Data</b>	<b>Podpis</b>
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Pursuant to ISO 9001:2015 & ISO 14001:2015 Integrated Management Policy-related procedures in place in PASACO, each customer claim reported must include the following information:

#### QUALITY CLAIMS

- unique Pallet No. from one of the labels:



Pallet No: 2469596  
Silcaform K 41 gsm width 185  
Prod. Order:  
Article Code:  
  
Width 35 mm / 4900 m  
  
Total[m2]: 24353  
Total[kg]: 876,708  
Total [pieces]: 142  
  
Production date:



WN520410088000185 / PAPIER SILIKONOWANY SILCAFORM K 41 GSM, SZER. 185 MM, DL. 4200 MB, GILZA 76 MM, IN, ME  
/ 22823 / Mag. 64  
IŁOŚĆ [kg]: 477.855  
IŁOŚĆ [m2]: 11665.0  
GRAMATURA : 41  
SZEROKOŚĆ : 0.185  
Nr zamów.: 24/6/2018/ X-ME  
Nr dok.: 4823/PwX/84/2018

01.01.2018

or the 10-digit number from the tag at the end of a roll / offcut

- order reference,
- quantity of the claimed product,
- cause of the claim, including a detailed description of the problem (what is being claimed, what is the cause of the claim, more specific description of the problem caused by the defect on customer's machine, claimed quantity; attaching photos or videos is recommended),
- samples – you have to send unprocessed samples; if they are unavailable, samples of the finished product will do.

Sending samples is necessary in case of the following types of defects:



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1. Stretched paper – in this case, a video showing the defect on customer's machine would be very helpful,
2. Loose winding on a core – the whole roll is the sample,
3. Paper layers stuck to each other,
4. Breaking paper (provide at least 30 cm long sample, without folds),
5. Low copying quality,
6. Creases, constrictions, faulty adhesive application.

**Sample parameters:**

- in case of rolls – the entire roll incl. the tag,
- continuous stationery – approx. 100 sheets without creases.

It would also be very helpful to know whether the problem tends to repeat, i.e. whether it occurred for the first time or again. If the problem repeats, we will need numbers of the orders where it occurred. In case of damage, we have to know where the defect is – is it random rolls or a single stack? Is the packaging damaged?

Quality claims shall be handled within 21 calendar days\* of the date of submitting the claim in writing / in electronic form or, if any samples have to be verified, of the date when Pasaco receives the samples. If any additional expert opinion is needed, this period may be extended, upon agreement of the parties.

\* in cases where the parties have entered into an agreement governing the product claiming process, provisions of that agreement shall prevail over provisions of the Internal Claiming Procedure.

**QUANTITY CLAIMS**

In the event that any quantity deviations (deficiency, excess, wrong product type) are found, the Customer has to:

- present the deviations in the delivery,
- provide the order number or the Goods Issued Note,

Quantity claims shall be handled within 21 calendar days\* of the date of preparing a claim report and submitting it in writing / in electronic form to a Pasaco representative. The time limit for reporting quantity claims is 3 business days of the date of delivery.



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\* in cases where the parties have entered into an agreement governing the product claiming process, provisions of that agreement shall prevail over provisions of the Internal Claiming Procedure.