

145 /P5

INSTRUCTIONS FOR REPORTING DAMAGED GOODS. SILICONE-COATED PAPER

Revision 1

Revision date:
10.06.2019
Effective date:
24.06.2019

Page 1

of 3

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	Quality Assurance Proxy of the Board		1 14 Voylen &

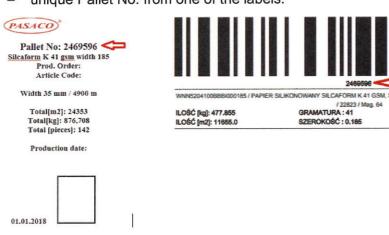
Pursuant to ISO 9001:2015 & ISO 14001:2015 Integrated Management Policy-related procedures in place in PASACO, each customer claim reported must include the following information:

Nr zamów.: 24/6/2018/ X-ME

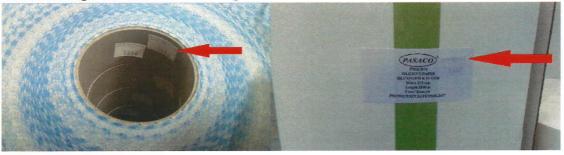
Nr dok.: 4823/PwX/64/2018

QUALITY CLAIMS

unique Pallet No. from one of the labels:



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



order reference;



145 /P5

INSTRUCTIONS FOR REPORTING DAMAGED GOODS. SILICONE-COATED PAPER

Revision 1							
	4-4	_					

Revision date: 10.06.2019 Effective date: 24.06.2019

Page 2

of 3

- 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:
- 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. Too hard or too easy release from the liner,
- 5. Breaking paper (provide at least 30 cm long sample, without folds),
- 6. Soaked silicone-coated paper,
- 7. Creases, constrictions, faulty adhesive application.

Sample parameters:

At least 1 m long sample of the paper across its entire width, without creases and folds.

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:



145 /P5

INSTRUCTIONS FOR REPORTING DAMAGED GOODS. SILICONE-COATED PAPER

	Revision						
_	70.11	_	Seni				

Revision date: 10.06.2019 Effective date: 24.06.2019

Page 3

of 3

- 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.

* 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.