



# Web Sales Policy

Billerud Americas Corporation 8540 Gander Creek Drive Miamisburg, Ohio 45342 800 258 8852 [billerud.com](http://billerud.com)



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**SALES POLICIES**

## Web Products

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This web sales policy provides our customers with important information on various topics relating to the purchase of web products from Billerud Americas Corporation. Additional information can be found in the Terms and Conditions of Sale, Resolution Handbook, Freight Policy and Stocking Guide, which are located on Billerud's website ([billerud.com](http://billerud.com)).

**ORDER PLACEMENT**

Customers can place orders by calling their Billerud Customer Service Representative (800-258-8852) Monday through Friday, excluding public holidays, between 8:00 a.m. and 5:30 p.m. EST. Customers can also place orders with Billerud 24-hours a day, seven days a week by EDI/XML, email, fax (877-358-3776).

## Order Management

### Ordering Information

#### Minimum Order Quantities

Minimum quantities for web products are:

grade	manufacturing	stock
Coated Freesheet	5,000 lbs.	5,000 lbs.
Coated Groundwood	5,000 lbs.	5,000 lbs.
Specialty	5,000 lbs.	n/a
Uncoated Freesheet	42,500 lbs.	10,000 lbs.

Depending on roll size, a package may contain more than one roll.

For stock orders, the minimum order quantity for roll stock may be comprised of multiple stocking items from a single shipping point (mill, warehouse, etc.) to a single destination on the same requested delivery date.

#### Order Acceptance

Orders are subject to acceptance by Billerud. Billerud will issue an acknowledgment confirming its acceptance of an order and setting forth the product specifications and delivery information for the order. Customers are responsible for reviewing Billerud's acknowledgments for accuracy and must notify Billerud immediately of any requested changes to the information in any acknowledgment.

#### Order Change and Cancellation

##### Manufacturing Orders

Billerud will provide a Last Date of Change (LDC) for a web manufacturing order at the time that we issue an order acknowledgment. Customers may change or cancel a manufacturing order on or before the LDC, but may not do so after the LDC. Order modifications are intended for volume and size, approval is required to change the basis weight and finish.

##### Quick-Turn and Stock Orders

Customers may not change or cancel a quick-turn or stock order after Billerud issues an order acknowledgment.

### Order Processing Upcharges

#### Process or Rewind Order Upcharge

A custom size, quick-turn upcharge of \$1.50/cwt. will be added to orders that require an item with delivery requirements earlier than machine ready date.

#### Web and Specialty Roll Width Policy

Billerud offers a variety of standard size, narrow width, and small width rolls. Narrow and Small width rolls require additional converting, packaging and handling processes.

- Narrow width rolls are generally available via standard quote process. Availability of small width roll sizes vary by product based on manufacturing capabilities and are subject to approval.
- Narrow and small width roll upcharges are necessary due to trim, excess roll handling, and processing required to produce the respective roll sizes.
- Upcharge amounts will be provided per policy. Any associated upcharges will be applied at the time of order entry.

#### Narrow Roll Policy

- Narrow rolls are defined as roll widths smaller than 23 inches and equal to or larger than 17 inches.

#### Small Roll Policy

- Small rolls are defined as roll widths less than 17 inches.

This narrow and small roll policy applies to all web and label paper brands.

#### Converting Upcharge

Orders that require unique packaging, palletized rolls, non-standard core size, diameter, width, or turnaround time will be quoted an additional converting cost.

#### Roll Diameter Upcharge

Any order for other than 50" OD is subject to approval and upcharge.

## Tolerances

<b>Over-and-Under Run Order Tolerances</b>	<b>paper quantity (rolls)</b>	<b>tolerance*</b>
	5,000 – 9,999 lbs.	+/- 10%
	10,000 – 43,999 lbs.	+/- 5%
	44,000 – 249,000 lbs.	+/- 3%
	250,000 – 749,999 lbs.	+/- 2%
	> 749,999 lbs.	+/- 1%

\*Consult with Billerud Customer Service for permissible over/under run variation for externally converted orders.

If an order requests a quantity that is “not less than” or “not more than” a specified quantity, then the above tolerances are doubled to the nearest roll.

<b>pulp quantity</b>	<b>tolerance</b>
truckload	nearest truckload
railcar	nearest railcar

### Manufacturing Tolerances

**Basis Weight Tolerance**  
 Billerud guarantees the basis weight to be +/- 3% of target, based on a parent reel. Other limits may be agreed to with specific customers for specific products with prior approval on a case-by-case basis. Grades where a caliper specification is defined are controlled to meet their caliper specification and may be exempt from the basis weight guarantee.

<b>Roll Width Tolerances</b>	
<b>grade</b>	<b>tolerance</b>
Coated Freesheet	ordered size +1/16”/-0”
Coated Groundwood	ordered size +1/16”/-0”
Uncoated Freesheet	ordered size +1/16”/-0”

<b>Roll Diameter Tolerances</b>	
	<b>tolerance</b>
Maximum roll diameter	ordered diameter +0”
Minimum roll diameter	ordered diameter -2”

<b>Roll Splice Parameters</b>	
Maximum splices per roll	3
Splices from core	4” minimum
Splices from outside edge	1”
Adjacent	1”

## Additional Sales Policies

<b>Non-Standard Products</b>	Non-standard products are subject to order acceptance. Contact your Billerud Outside Sales Representative.
<b>Manufacturing Order Availability Quotes</b>	All quotes for availability of standard making web products will be quoted subject to availability unless otherwise stated.
<b>Reservation of Inventory</b>	Open stock is held until the close of the next business day. If a competing order is received, the initial inventory reservation will be given first priority of that inventory.
<b>Billing Weight</b>	All web and roll paper grades are invoiced at their actual gross weight. All pulp orders are invoiced at their air-dried metric tonne weight.
<b>Invoicing and Payment</b>	Billerud's invoices are generated at the time of shipment and will be delivered through Billerud's website (billerud.com), automated fax, EDI/XML, email or mail. Customers may pay Billerud's invoices by certified check, company check, EFT wire or ACH wire.
<b>Trial Orders</b>	Billerud understands there are times a customer may want to see a demonstration of a particular product before placing an order. Samples of most products are available through our Trial Service. Submit trial requirements to your Billerud Sales Representative for approval. Approved trial orders will be subject to the trial roll price bracket. A minimum of 200 print samples, along with documentation stating association with the trial product, are sent to Billerud's Sample Center. The printed samples are reviewed by Billerud for use as a print sample. Credit against trial orders issued upon completion of all of the steps outlined above.
<b>Transit Damage</b>	Transit Damage claims are processed through Billerud's Easy Claim® program. Please refer to our Transit Damage policy document.
<b>Late Deliveries</b>	Billerud will make every effort to deliver an order on time. Billerud will not assume responsibility for extra costs, including press downtime, incurred as a result of late delivery.
<b>Product Returns</b>	<p>Defective Products – The return of defective Billerud products, whether they be manufacturing, quick-turn or stock items, is addressed in the Resolution Handbook located on Billerud's website (billerud.com).</p> <p>Non-Defective Products – Billerud does not accept returns of non-defective manufacturing, quick-turn or market pulp products.</p> <p>– Stock Items – Billerud will accept returns of non-defective stock items provided (1) the return is approved in advance by the customer's Billerud Customer Service Representative, (2) not more than 30 days elapse between the product's original delivery and its return to Billerud and, (3) the product and its packaging is received in pristine condition. All returned stock items will be subject to a \$25.00/cwt. restocking and handling charge as well as freight charges for both delivery and return. The minimum charge for returned product is \$250.00.</p>
<b>Additional Information</b>	<p>This Sales Policy, as well as the Resolution Handbook, are incorporated by reference into and supplement the Terms and Conditions of Sale. Billerud may change this Sales Policy at any time without notice. Other references available on our website (billerud.com) include the Freight Policy and the Stocking Guide.</p> <p>For sheet products, refer to the Billerud Sheet Sales Policy.</p>



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