



Customer Complaint Resource

Billerud stands behind its broad portfolio of high quality papers. Our printing and label papers are designed to offer exceptional performance, even under the most demanding conditions of today's high-speed, advanced technology printing presses and converting equipment.

This document summarizes the complaint process and is intended to act as a guide. The full claims policy (Resolution Handbook) can be found on our website, www.billerud.com.

It is important to follow these 4 steps to help us respond effectively to quality issues that might arise:

1. Notify Billerud Customer Technical Service (CTS) Representative if this issue needs immediate attention
2. Accumulate Basic Evidence
3. Accumulate Specific Evidence
4. Submit Reports and Samples

Please keep in mind that claims and complaints that are insufficiently documented cannot be accepted.

SUBMIT CLAIMS, REPORTS, EVIDENCE TO:

Claims Service Center
Billerud Americas Corporation
10050 Innovation Drive
Suite 200
Miamisburg, Ohio 45342

Email:
qualityclaims@billerud.com

1. Notify Billerud CTS Representative if this issue needs immediate attention

- Upon learning of a paper, printing or converting problem, contact your local Billerud CTS Representative promptly to ensure we can assist with the problem expeditiously. Billerud will not assume any production charges unless authorized by a Billerud CTS Representative.
- If you do not know who your local Billerud CTS Representative is, call 800 258 8852 or email qualityclaims@billerud.com.

2. Accumulate Basic Evidence

- Identify and record the roll, skid or run number as found on the roll, skid, carton or ream label. The roll/skid/carton numbers and remaining weight for each suspect item is required.
- Report the Billerud Order Number found on the defective stock.
- Record the critical information for the paper involved (e.g., basis weight, grade, finish, size, grain direction, quantity ordered and printed).
- Record complete press information (make, model, size, number of units, brand of ink and plates, color sequence and type of dampening system).
- Include competitive samples if reference is made to their performance.
- Clearly mark defects on the sheets and identify all sheets submitted. Circle or identify what the pressman saw as unacceptable and warranted the rejection.

Reminder: Samples are usually reviewed by an individual who was not present at the time the problem occurred. Therefore, the samples and accompanying complaint report must thoroughly document the problem for a claim to be evaluated properly and honored.

3. Accumulate Specific Evidence

See Documentation Requirements for types of problems and the required documentation needed to evaluate your complaint. Please indicate machine direction on samples.

4. Submit Reports and Samples

Evidence should be sent via email to qualityclaims@billerud.com, or via mail to Claims Service Center, Billerud Americas Corporation, 10050 Innovation Drive, Suite 200, Miamisburg, Ohio 45342

COMMON PROBLEMS FOR COMPLAINT SUBMISSION AND SUBSEQUENT RESOLUTION

- **Incomplete Identification** – roll/skid/carton numbers and remaining weight for each suspect item is required.
- **Lack of order information** – Billerud order number and P.O. number are required.
- **Lack of complete evidence** – We need consecutive sheets of plain and printed samples or a roll up of plain paper in the case of rolls with the product skid or roll number written on it.
- **Lack of detailed information** – Billerud CTS Representative needs to understand what transpired to cause the rejection and what was done in an effort to rectify the problem on press with corresponding evidence that represent those press adjustments. To report “They tried everything” is not sufficient.
- **Evidence of what ran successfully** – often on complaints we see “different/replacement paper ran better”. We want to see what the job ran successfully on and corresponding product identification. Not only do we want to address the complaint, we want to help drive improvement and the mill level.
- **Excessive press charges** – Billerud CTS Representative needs to be involved in the discussion relative to press time. Submissions of excessive press time “after the fact” are subject to be declined. Merchant or printer cannot speak financially for Billerud.



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