

# Claim Resolution Guide

## Georgia-Pacific Corrugated



### OVERVIEW

**Georgia-Pacific Corrugated (GP Corrugated)** is committed to timely and equitable settlement of customer claims. While GP Corrugated's goal is complete customer satisfaction, we recognize continued improvement of our products and services is essential due to the many possible product applications and complexity of the papermaking process. This Claims Resolution Guide ("Guide") contains the policies and procedures for the resolution of any product and service issues encountered by our customers. This process is important to us because it enables us to correct root causes, if any, and prevent recurrences of similar issues.

### CONTINUOUS IMPROVEMENT

We recognize our customers provide key input essential to the continued improvement of our products and services. Because GP Corrugated's goal is customer satisfaction, our focus and expectation is to consistently improve the value of our products and services to our customers. This Guide is intended to clarify and promote our business relationship.

### POLICIES

#### Quality

GP Corrugated guarantees that its sheets and cartons manufactured will meet customer specifications in effect at the time of production. For more information about our warranties, please see your executed contract with GP Corrugated or our Terms and Conditions of Sale posted on our Website at [www.gppackaging.com](http://www.gppackaging.com).

#### Advisory Commentary

Advisory comments do not result in a refund nor product replacement for the customer, but GP Corrugated encourages its customers to submit advisory commentary so that we can investigate the information as part of our continuous improvement process.

#### Inspection, Notice and Response

Customers should inspect the products upon delivery and provide notice to GP Corrugated of any issues related to workmanship, finishing, nonconformance with specifications, transit damage or incorrect quantity. The affected portions of the products should be held aside for evaluation before further use. A GP Corrugated representative will respond to the notice of a claim within two (2) business days.

#### Exclusive Remedy

After a claim is validated per the procedures described in the Claims Procedure section of this Guide, GP Corrugated will, at GP Corrugated's option, either replace the affected product, or issue a refund in the amount of the purchase price or portion thereof actually received by GP Corrugated or the affected portion of the product. Any residual value in the products shall be the property of GP Corrugated. For more information about the remedies available to you, please see the Terms and Conditions of Sale posted on our Website at [www.gppackaging.com](http://www.gppackaging.com).

#### Modifications

GP Corrugated reserves the unilateral right to modify or amend any portion of this Guide at any time without prior notice and any modifications or amendments shall supersede all prior versions. The current version may be found on our Website at [www.gppackaging.com](http://www.gppackaging.com) and is otherwise available upon request.

## **CLAIM PROCEDURES**

### Quality Claim Procedure

All product must be inspected upon receipt for conformance with specifications, and workmanship/finishing issues (such as incorrect unit label, contamination, incorrect dimensions, delamination, skewed, mfg. joint glue & product safety events). A notice of a claim must be submitted to GP Corrugated no later than fourteen (14) days after converting or, if not yet converted, within six (6) months after the date of delivery. A formal claim, including all the documentation set forth below, must be submitted within fourteen (14) days of this initial notice. The claim will be deemed waived and will be denied by GP Corrugated if any supporting documentation requested by GP Corrugated is not received within thirty (30) days of the initial notice of claim.

The claim must include unit identification numbers and must be accompanied by all available supporting documentation that GP may require for completing its investigation, including but not limited to:

- (1) description of the problem
- (2) pictures illustrating the issue
- (3) physical samples demonstrating the problem
- (4) customer feedback and observations, if any

### Transit Claim Procedure

All units must be inspected upon receipt for handling/loading damage and transit damage. The customer must notify both GP Corrugated and the carrier immediately upon discovering any damage, and must request from the carrier the required documentation described below. In case of transit damage, a formal claim must be submitted to GP Corrugated within seven (7) calendar days following the date of delivery.

The claim must include unit identification numbers and must be accompanied by all available supporting documentation that GP Corrugated may require for completing its investigation, including but not limited to:

- (1) Truck shipments: bill of lading, shipping manifest, and other carrier documentation with the damage noted next to each affected unit and the driver's signature acknowledging the damage
- (2) physical samples demonstrating the damage
- (3) pictures illustrating the damage (include pictures of all the damaged units)

### Claim Review and Resolution

Complaints are investigated only if certain criteria (i.e. dollar value or number of pieces) set-forth by the facility management team are met or as specified in the contract with the customer. It's vital to the investigation that all appropriate information is supplied from the customer to allow for a proper root cause analysis and, possibly, corrective action. If any required information or documentation is not received during the time limits specified in the claims procedures, the claim will be denied and may not be resubmitted. When an investigation is required and all the support documentation has been received, the site Quality Manager requests a root cause/corrective action from the responsible GP facility/ function. The responsible facility/function has 7 to 10 days from notice to provide a written reply to the Quality Department. The Quality Manager, in conjunction with the responsible facility/function, determines the appropriate customer response, if requested, within 7 to 10 days of root cause completion, or as requested by the customer.

Per the GP Corporate Product Stewardship Compliance Standard, all product safety complaints will be investigated.

## **PRODUCT RETURN AND CREDIT PROCEDURE**

### Return Goods Order

Once the complaint is received, a GP Corrugated Sales Representative schedules a time to inspect the product at issue at the customer's facility. Upon review, a "Return Goods Authorization Form" (RGA) is completed for internal use. The originator of the RGA enters a Return Goods Order (RGO) into GP's BVP System to create a pick-up number to allow shipping to return product. GP Corrugated's Shipping Department makes appointment for pickup of product to be returned [No product will be accepted without a pick-up number]. Upon receipt, GP Corrugated's shipping personnel verifies return quantity and notifies Quality Department of the return.

### Returned Product Credit Procedure

If product is being returned to GP Corrugated, once it is returned the Return Goods Order (RGO) is approved then a credit memo is generated to the customer. If product is not being returned but destroyed at the customer's location, a credit memo is generated or the product is replaced. The above is determined by the facility Director of Operations and/or Quality Manager.

If a credit needs to be issued for price, freight or other non-corrugated issues, a manual credit may be entered in BVP.