

Claim Resolution Guide

Georgia-Pacific Containerboard

OVERVIEW

Georgia-Pacific Containerboard ("GP") is committed to timely and equitable settlement of customer claims. While GP's goal is complete customer satisfaction, we recognize that 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 that may be 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 that our customers provide key input that is essential to the continued improvement of our products and services. Because GP's goal is complete 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 Containerboard's guarantee is that the containerboard manufactured by GP will meet GP's specifications in effect at the time of production. For more information about GP's warranties, please see the [Terms and Conditions of Sale](#) posted on our Website at www.gppackaging.com.

Advisory Commentary

Advisory comments helps ensure our focus is in the right direction. Georgia-Pacific Containerboard encourages its customers to submit advisory commentary when there is not a request for monetary compensation so that GP 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 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 representative will respond to the notice of a claim within two (2) business days.

Exclusive Remedy

After a claim is validated according to the procedures described in the Claims Procedure section of this Guide, GP will, at GP'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 for the affected portion of the product. Any residual value in the products shall be the property of GP. 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.

Modifications

GP 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 and is otherwise available upon request.



CLAIMS PROCEDURES

Quality Claim Procedure

All rolls must be inspected upon receipt for conformance with specifications, handling/loading damage and workmanship/finishing issues (such as incorrect roll label, incorrect width, short/long cores, missing bands). GP must receive notification of claims no later than thirty (30) days after converting liner and/or medium or, if not converted, within three (3) months after the date of delivery. All the documentation set forth below, must be submitted with the initial notice. The claim will be deemed waived and will be denied by GP if any supporting documentation requested by GP is not received within thirty (30) days of the initial notice of claim.

GP's claim form ([Quality and Transit Complaint Form](#)) must be completed for all claims made by Export customers. Internal and domestic customer claims are filed electronically through the Customer Feedback System. The claim must include roll identification numbers for each affected roll and must be accompanied by all available supporting documentation that GP may require to complete its investigation, including but not limited to:

- (1) description of the problem, including location on roll and any steps taken to attempt resolution of the issue and the results
- (2) description of the converting/printing equipment, substances used during converting/printing, and any special conditions at the time the issue occurred, if applicable
- (3) samples demonstrating the damage. Samples are to be full width of roll and loosely folded to prevent wrinkling
- (4) color pictures illustrating the issue
- (5) operator commentary and observations
- (6) customer feedback, if any

Transit Claim Procedure

All rolls must be inspected upon receipt for transit damage. The customer must notify both GP and the carrier immediately upon discovering any damaged or wet rolls, and must request from the carrier the required documentation described below. In case of transit damage, a formal claim must be submitted to GP within **five (5) calendar days** following the date of delivery. In case of transit loss prior to the transfer of risk of loss, a formal claim must be submitted to GP within **sixty (60) days** of the expected delivery date.

GP's claim form ([Quality and Transit Complaint Form](#)) must be completed for all claims from Export customers. Internal and domestic customer claims are filed electronically through the Customer Feedback System. The claim must include roll identification numbers for each affected roll and must be accompanied by all available supporting documentation that GP may require to complete its investigation, including but not limited to:

- (1) *Rail shipments*: railroad inspection report, waiver or other documentation used by the rail carrier for claims
- (2) *Truck shipments*: bill of lading, shipping manifest, and other carrier documentation with the damage noted next to each affected roll and the driver's signature acknowledging the damage. A copy of noted damage must be given to driver.
- (3) *Ocean Freight shipments*: container inspection report, waiver or other documentation used by the ocean freighter for claims
- (4) pictures illustrating the damage (include pictures of *all* the damaged rolls)

Claim Review and Resolution

GP will review all claims and issue its determination within approximately 30 days, as long as GP timely receives the notice of claim and all necessary documentation. 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.



Transmission of Claim Documentation

If you have any questions or concerns regarding quality, transit damage or loss issues or the filing of a claim, please contact Containerboard Quality & Technical Services at the numbers and/or addresses set forth below.

All notices, claim forms, and supporting documentation must be transmitted to Georgia-Pacific Containerboard Quality & Technical Services by one of the following methods:

- (1) Fax: (404) 749-2354
- (2) Email: cbtechsd@gapac.com
- (3) Mail: Georgia-Pacific Containerboard LLC
Attn: Technical Services, 11th Floor
133 Peachtree St
Atlanta, GA 30303
- (4) Electronic: Customer Feedback System

Railroad Contact Information

BNSF Railway (BNSF)

- Complete the “Damage Notification Report” at www.bnsf.com. User ID and password are *not* required.
- E-mail pictures to damage.prevention@bnsf.com.
- Call BNSF at (800)333-4686 to report loss or damage (during normal business hours).

Canadian National Railway (CN)

- Complete the Damage Notification Report at www.cn.ca/en. If you are new to this website, click “Register” to set up an account. Sign in and continue with the Damaged Freight Claims tools. Only use this to report damage – do not file the claim since the shipping location will file the damage freight claim.
- Email the required information to ISSYS@cn.ca
- Call CN at (800)667-8778 to report loss or damage.

CSX Transportation (CSXT)

- Complete the “Report Lost or Damaged Freight” at www.ShipCSX.com. If you are new to this website, click “Register Now” to set up an account. Sign in and continue with filing an Exceptions Report.
- To file an exceptions report, hover over Resources in the menu bar, click on Freight Claims in the drop down menu, then click on “Report Lost or Damaged Freight” on the gray menu bar. Must make a selection on Upload Documentation page (“No Upload” or “Upload Documents”) to receive confirmation.
- Call CSX at (877)744-7279 to file an Exceptions Report.

Norfolk Southern Railroad (NS)

- If the damage is under \$5,000, either complete the online Damage Notification Form at www.nscorp.com (user ID and password required) or Email the required information to damageprev@nscorp.com.
- If the damage is over \$5,000, call Norfolk Southern at 1-800-742-6313. They will take your information, and may send someone to inspect.

Union Pacific Railroad (UP)

- Call UP at (800)521-3252 X7735 to request an inspection.
- After hours (7:30-4:30 Central Time), email jiramire@up.com with the car initials and number in the email subject line.

