

Claim Resolution Guide - Kraft Paper

Georgia-Pacific Consumer Operations LLC

Intent

Georgia-Pacific Consumer Operations LLC ("G-P") is committed to timely and equitable settlement of our customer complaints and claims. The policies and procedures that G-P specifies for the resolution of these issues are described here. They are consistent with standard industry practice and are intended to clarify and promote our business relationship.

Continuous Improvement

G-P's goal is complete customer satisfaction. Our focus and expectation is to improve consistently the value of our products and services to our customers.

We recognize that our customers define our standards and judge our success. Due to the many possible applications of our product as well as the complexity of the papermaking process, at rare times we may not be successful. In these instances, you provide key input that we recognize as essential to the continued improvement of our product and service offering. We have prepared this guide to communicate our resolution procedures, and to ask your help in this process.

Policies

Quality

G-P Kraft paper is guaranteed to meet G-P's then current specifications.

Response

A G-P representative will respond to notice of a complaint issue within two business days.

Quality Claims

Provided you follow this Guide, including providing us notice in writing and samples of GP roll stock that does not conform to specifications within 30 days of converting it to bags or other forms or, if not yet converted, within 180 days following the date of delivery to you (unless otherwise provided in our specification which are available upon request), we shall, at our option, either replace (solely upon the delivery terms applicable to the subject order) that portion of the GP roll stock found by us to be nonconforming, or credit to you the purchase price or portion thereof actually received by us for the nonconforming portion of the GP roll stock.

Transit Claims

Provided you follow this Guide, including, upon receipt of delivery, noting the damage to GP roll stock on the bill of lading if by truck and in any case notifying us in writing of the damage immediately, but in any event within seven (7) days following receipt of delivery, if in transit damage occurs prior to the transfer of risk of damage for the GP roll stock to you and you accept such GP roll stock, then GP will pay you for the actual damage to such GP roll stock, accounting for salvage value if applicable, as determined by us, not to exceed the purchase price for the specific paper giving rise to the claim.

Limits of Liability

G-P shall not be responsible for incidental, consequential or punitive damages arising from the use of our products, nor be liable for claims in excess of the purchase price of the subject paper. The term "consequential damages" shall include, but shall not be limited to, loss of anticipated profits, loss of use, loss of revenue, and cost of capital.

Kraft Paper Claim Procedures

Quality Claims

A complaint about a quality issue must be filed within 30 days from the date of conversion of the subject paper or, if not yet converted, within 180 days from the date of delivery of the subject paper. To submit a complaint about a quality issue, a completed G-P form **GP13498** is required. We can fax or e-mail this form to you. It is also available online at **www.gp.com/kraft**. GP roll identification numbers of all rolls involved are required; please use the complaint addendum if needed. Advisory complaints are encouraged as awareness alerts.

Finished product and/or paper samples must be provided for all quality complaints. Support information such as pictures, converted samples, operator comment, and customer feedback should also be included to aid our investigation.

Forward all documentation and/or samples one of these ways:

Fax – Kraft Paper Technical Services at (386)329-0046

Email – GPKraftTECH@gapac.com.

Mail

Georgia-Pacific Consumer Operations LLC
Kraft Technical Services
P.O. Box 919
Palatka, Florida 32178

Express

Georgia-Pacific Consumer Operations LLC
Kraft Technical Services
County Road 216
Palatka, FL 32177

The quality complaint must be filed within 30 days of the date of notice to us of the quality complaint. Then, we allow 60 days from the date of such filing of the quality complaint for submission of all information required to process the complaint investigation. If the claim is not filed or the needed information is not received during this time frame, the complaint will be denied. Turnaround time for a Kraft Paper quality complaint should not exceed 30 days once all necessary samples and information are provided.

Kraft Paper Claim Procedures (cont.)

Transit Claims

All rolls must be inspected upon receipt at your plant. If any rolls are damaged or wet and the transportation is via truck, note such status on the bill of lading and have the driver sign the bill of lading. If any rolls are damaged or wet and the transportation is via rail, then notify the railroad immediately and obtain a waiver of inspection from, or arrange for an inspection by, such railroad. In any case, notify us immediately, and in any event within 7 days of delivery of the damaged rolls, and obtain the required documentation described below.

A completed G-P form **GP13498** is required. We can fax or e-mail this form to you. It is also available at www.gp.com/kraft. GP identification numbers of all rolls involved are required; the complaint form addendum should be used if needed. Advisory complaints drive our awareness of carrier issues and are encouraged.

Provided the required rail/truck documents are furnished, as a service to our customers G-P will file a claim with the transportation company and either replace the subject paper or credit to the customer the purchase price or portion thereof actually received by us for the subject paper directly. G-P will not be reimbursed by the carrier without these documents.

Required Documents – Transit Claims

Rail shipments:

- A railroad inspection report, waiver or document that the particular rail carrier requires for claims
- Pictures of the damage to the rolls

Truck shipments:

- BOL, manifest, etc. with the damage noted beside each roll and the driver's signature acknowledging the damage.
- Pictures of the damage to the rolls.

Forward all documentation and/or samples one of these ways:

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County Road 216
Palatka, FL 32177

The transit complaint must be filed within 30 days of the date of notice to us of the transit complaint. Then, we allow 30 days from the date of such filing of the transit complaint for submission of all information required to process the complaint investigation. If the needed information is not received during this time frame, the complaint will be denied.

Kraft Paper Contact Numbers

Fax – Kraft Paper Technical Services – (386) 329-0046

Email – GPKraftTECH@gapac.com.

Customer Service – 1-866 -280-4858

Technical Service/Quality Processes

Christy Speas, Quality Specialist: (386) 329-0069, christy.speas@gapac.com

We reserve the right to unilaterally modify or amend any portion of this Claim Resolution Guide at any time without prior notice. The current version of this Claim Resolution Guide and any modifications or amendment supercede all prior versions of this Claim Resolution Guide. The most current version of this Claim Resolution Guide may be found at the G-P website (www.gp.com/kraft) and is otherwise available upon request.