



## **Product Guarantee and customer claims policy**

### **Product Guarantee**

All Senior Paper products are guaranteed against defects of quality and workmanship. Senior Paper will reimburse the customer for loss or damage incurred as a direct result of substandard products, up to the value of the product involved.

### **Claims**

Senior Paper will honor all reasonable and justified claims when adequate evidence is provided to show that the paper board was at fault. Claims must not be deducted from the original invoice unless agreed upon in advance by Senior Paper.

### **Damaged Blankets**

Claims for damaged blankets will be honored when evidence is provided showing that the damage was caused by board defect, unless the defect was caused by the customer. Fork lift damage, restacking paper, or other related problems caused by the customer. Blankets must be submitted to Senior Paper and the settlement will be limited to the value of a new blanket only. Paper roll ups (cigarette roll ups) can be caused by customer and the settlement will be limited to ½ the value of a new blanket only.

### **Notification**

Senior Paper should be notified immediately when defective paper board is encountered during a press run. Press charges cannot be assumed unless Senior Paper participates in decision to continue to run the press.

### **Replacement Stock**

Senior Paper must participate in any decision resulting in added cost for replacement paper board such as substitution of a more expensive grade, larger sheet size, or payment for press downtime.