

> **SERVICE AND  
POLICY  
MANUAL**

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# INTRODUCTION

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PIXELLE PEOPLE take pride in the quality and consistency of our products.

This Services and Pricing Manual is designed to document the policies and procedures of our product lines from our Chillicothe and Spring Grove facilities. If you have any questions, please contact your Pixelle Specialty Solutions Territory Manager, Customer Service Representative, or:

***Pixelle Specialty Solutions Customer Service***

*232 East 8th Street*

*Chillicothe, OH 45601*

*CustomerService@Pixelle.com*

*1-800-458-6323*

***Pixelle Product Assurance Department***

*228 South Main Street*

*Spring Grove, PA 17362*

*ProductAssurance@Pixelle.com*

*1-717-225-4711*

# PIXELLE QUALITY STATEMENT

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PIXELLE is committed to consistently providing high levels of product quality and superior service to our customers.

We will work diligently with our customers in order to fully understand their requirements. We will provide a product that fully satisfies those requirements while continually striving for improved paper performance and value.

We will be a work force of well-trained employees who understand competition and who are dedicated to high levels of service to customers, to productivity improvement, and to cost control through creativity and personal initiative.

Our physical plants will be well maintained through prudent capital investment and the commitment of our work force in order to ensure the long-term vitality and competitiveness of the Company.

We are committed to the American Forest and Paper Association's Environmental, Health and Safety Principles and Sustainable Forest Initiative. We will operate our manufacturing facilities and our forestry operations in compliance with all applicable laws and regulations.

# GENERAL INFORMATION

## GRADE SELECTION

Our products are designed for specific purposes. Choosing the correct product for a desired application is an important factor in its performance. It is the responsibility of the customer to choose the appropriate grade of paper. We will gladly assist in the selection process when requested.

If the demands for a particular job are excessive or unusual, PIXELLE must be advised of these conditions at the time the order is placed.

Use of our products for applications beyond their design capabilities is done so at the customer’s own risk. We will not honor performance claims under such circumstances. For example, PIXELLE will not be responsible for standard roll grades that are printed in sheet forms. Carbonless papers in roll form are not guaranteed to edgepad unless edgepaddable rolls are specified in the original purchase order. We will not be responsible for non-digital or non-inkjet grades being used in those applications.

## PAPER CONDITIONING

In order to avoid problems associated with temperature imbalances between paper and a pressroom, paper needs to be conditioned to the pressroom environment. This is particularly important during cold winter months when the differences are extreme.

To promote flatness and/or dimensional stability, PIXELLE recommends that packages stand unopened in the pressroom environment for at least 24 hours prior to unwrapping. This is necessary to preserve the supplied moisture content of the paper while conditioning it to the pressroom environment.

PIXELLE products are designed to be printed and processed through a wide variety of equipment. For optimal paper performance, the pressroom should be kept within 40-60% relative humidity.

PIXELLE will not accept claims for problems related to humidity/temperature imbalance between the packaged paper and the customer’s plant if the paper has not been properly conditioned. The following chart shows the necessary conditioning terms based on the indoor/outdoor temperature difference, and the volume of paper involved.

Temperature Difference In Degrees Fahrenheit								
	10	15	20	25	30	40	50	60
6 cu. ft.	5 hrs.	9 hrs.	12 hrs.	15 hrs.	18 hrs.	25 hrs.	35 hrs.	54 hrs.
12 cu. ft.	8 hrs.	14 hrs.	18 hrs.	22 hrs.	27 hrs.	38 hrs.	51 hrs.	78 hrs.
24 cu. ft.	11 hrs.	16 hrs.	23 hrs.	28 hrs.	35 hrs.	48 hrs.	67 hrs.	100 hrs.
48 cu. ft.	14 hrs.	19 hrs.	26 hrs.	32 hrs.	38 hrs.	54 hrs.	75 hrs.	109 hrs.
96 cu. ft.	15 hrs.	20 hrs.	27 hrs.	34 hrs.	41 hrs.	57 hrs.	79 hrs.	115 hrs.

**Volume Of Paper: Length x Width x Height (inches) then divide the total by 1728**

## PAPER AND PRESSES

### Sheeting and/or Trimming by Customer/User

Pixelle Specialty Solutions will not accept responsibility for related defects when the paper has been sheeted, trimmed, or retrimmed after leaving the mill. The following defects are considered to be related to the sheeting/or trimming operation. When these are involved in a complaint, the mill will not assume responsibility: .

- Cutter dust
- Trimmer dust
- Sheet Size Variation
- Shade variation (when sheeting several rolls)
- Poor mechanical condition
- Scrap in roll
- Splice in load
- Cutter wrinkles
- Mixed grades or mixed finishes
- Bowed edges
- Roll grades converted for sheet use
- Out of square paper

### Offset grades used in digital operations

We offer Xcelerator® Digital Carbonless, ExcelOne™ Carbonless and TransForm® Laser MOCR, which are specially manufactured for use in digital environments, including high-speed copiers, laser printers, and other digital equipment. We DO NOT recommend that our offset grades, such as Trans/rite®, Defensa® CB, Sequel®, Moistrite™ etc. be used in digital operations, **it is at the customers' own risk** and Pixelle Specialty Solutions will not hold liability for machinery problems incurred as a result of the use of these papers. Pixelle Specialty Solutions DOES take responsibility for the quality of Xcelerator® Digital Carbonless and TransForm™ Laser MOCR performance in equipment, and if Xcelerator® or TransForm™ are used and a machine problem results, we will offer remuneration for problems incurred if the situation is the direct result of the digital product.

## SHORT GRAIN PAPER

When paper is printed with the grain perpendicular to the blanket cylinder axis (short grain), register control cannot be reliably maintained. Associated problems may include wrinkling and excessive growth/shrinkage of the sheets. Pixelle Specialty Solutions will not be responsible for problems with paper made grain- short in non-mill converting operations.

## SHORTAGES MUST BE:

- Noted on the BOL (or carrier POD) and acknowledged with the truck driver's signature must be forwarded to:

*Pixelle Specialty Solutions Customer Service  
232 East 8th Street  
Chillicothe, OH 45601  
CustomerService@Pixelle.com  
1-800-458-6323*

*Pixelle Product Assurance Department  
228 South Main Street  
Spring Grove, PA 17362  
ProductAssurance@Pixelle.com  
1-717-225-4711*

- Reported to Pixelle within 10 days of and including the date of delivery.

# GENERAL UPCHARGES

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## DEFINITION OF AN ORDER

An order is one PO from a single shipping origin, shipping to a single shipping destination, ordered on the same day, shipping on the same day, and delivering on the same day.

## ORDER CUTOFF TIME

Customer orders placed via fax, phone, website or EDI must reach Customer Service by specified order cut off times. Orders communicated to Customer Service after the designated cutoff time (please refer to your regional delivery schedule) will ride on the next scheduled delivery date.

Exceptions that may be considered to additions after the cut off include:

- Pixelle Specialty Solutions communication issues (EDI, Website, Fax down)
- Replacement paper due to service errors
- Paper quality issues.

## ORDER CHANGE/ CANCELLATION FEE

### Stocking

- 2 days prior to the ship date = No Charge
- \$500 charge when we are able to process past this point

### Making

- When we are able to process, a minimum \$500 fee will be added

## STOCK ORDER CHANGES

Changes and/or cancellations for stock orders must be made prior to truck loading and carrier pick up, without exception. After that time, the order will be subject to the mill return policy.



## **SPECIAL MANUFACTURING ORDERS**

Special manufacturing orders for Carbonless and Specialty Uncoated Papers (including Security Papers) are firm at time of order and, as a result, have no last date to change (LDC). These orders often enter the manufacturing process closely after their acceptance, therefore we cannot guarantee that the order can be cancelled or modified after entry.

- If an order needs to be modified after entry, and it is confirmed not to have entered the manufacturing process, modifications will be allowed.
- Making orders placed are subject to trims, minimums and stated turnaround times (5, 10, 21 day turns). Requests for improved manufacturing dates outside stated turns must be approved by the business line Product Manager.
- Making items which have already entered the manufacturing process may not be cancelled, except extraordinary circumstances approved by the business line Product Manager.

### **Minimum PO Value**

- The invoice will require a minimum value of \$400 per Customer PO. Freight (NFA) will still apply.

### **Minimum Line Item Quantity**

- Spring Forge, Digital Spring Forge, Thor, 1864 Tradebook, Natures, Digibook: <10,000 lbs \$2.50/cwt
- 1864 End Leaf, Natures End Leaf, Natures Kraft End Leaf: <5,000 lbs \$2.50/cwt

## **BACK ORDERED ITEMS**

- Stock order items which are not in inventory, or making items which will not meet their agreed upon delivery date, are subject to substitution with a larger item with appropriate approval.
- Backordered items are not subject to freight charges provided the original order met the required logistics minimum to ship.
- Order items stocked out at Pixelle Specialty Solutions Regional Warehouses will be replenished and filled from that warehouse unless extenuating circumstances require pulling the order items from the mill.

## REGIONAL WAREHOUSE STOCKING POLICY

Product will generally be sourced from the customer's designated primary facility which is designed to produce the best delivery option. If product must be backordered from the primary facility, Pixelle may consider alternate sourcing from one of our other stocking facilities.

### Restocking Fee

- 20% of the invoice/item price
- Freight to and from reduced from credit
- Making Items require Sales VP approval

## FORESTRY CERTIFICATIONS

PIXELLE is proud to have achieved triple chain of custody certification to three key forestry standards: FSC, SFI, and PEFC. This acknowledgment by the internationally-recognized independent organizations reinforces PIXELLE's legacy of being a socially and environmentally responsible paper manufacturer.

***If you require FSC, SFI, or PEFC certified products please contact your Pixelle Specialty Solutions sales representative. Standard up-charges are approximately \$1/cwt SFI; \$2.50/cwt FSC; \$1/cwt PEFC. Contact your Pixelle Specialty Solutions Product Manager for more information.***

## RECYCLED CONTENT

PIXELLE maintains a core value of environmental responsibility and is committed to providing products with a post-consumer waste content where practical and in accordance with the U.S. Federal Trade Commission guidelines.

**An up-charge of \$2.50/cwt for every 10% of Post Consumer (PCW) fiber with a max of \$20/cwt will apply.** Pixelle Specialty Solutions will consider orders of any percentage up to 100% PCW fiber (subject to Product Manager approval and product availability) under a mass-balance standard accepted by AF&PA. Sequel® Recycled Carbonless, Natures Book, Thor products already has appropriate up-charges applied in its pricing standards; if additional PCW content above 30% is required, then this charge would apply.

# APPLICABLE UPCHARGES

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## ROLL SIZE UP-CHARGE

There is an up-charge for uncoated Forms Converters, Direct Printers & Envelope Converters, Merchants and Direct EP as follows:

- 7 inches through 8.49 inches: \$7.75
- 8.5 inches through 10.99 inches: \$3.50
- 11 inches through 16.99 inches: \$1.50
- Trade, End-leaf and Inkjet through 10.99 inches: \$2.00
- Envelopes through 7.99 inches: \$2.00

## Pallets

An up-charge of \$2/cwt is applied for Envelopes, Forms Converters, Direct Printers & Envelope Converters, Merchants, and Direct EP requested by the customer to be shipped on pallets.

## Rolling Position

Requests to ship rolls in rolling position are subject to safety considerations and the capabilities of the shipping department, as well as additional lead time. Please contact Pixelle Specialty Solutions Customer Service for details on shipping in this manner. **There is an upcharge of \$3/CWT applied when shipping in rolling position, \$5/CWT for rolls in this position strapped to pallets. Pixelle Specialty Solutions will ship rolls not strapped to pallets, but cannot be held responsible for damage incurred in transit. We recommend rolling position on pallets.**

# MINIMUMS AND TRIM GUIDELINES

## Sheet Product

***All requests are subject to mill constraints and approval.***

Pixelle Specialty Solutions has many making options available for Carbonless Sheets. Please refer to the Carbonless Sheets Price Manual for pricing and minimums for these items.

- All making sizes are subject to trim up-charges.
- Shipments of plus or minus 10% from stated minimums will be considered good for delivery.
- For collations incorporating CF Ledgers and Tags, or other combinations not covered in this stock list, contact your Pixelle Specialty Solutions Customer Service Representative.
- Customers will be responsible for additional costs incurred if special ream wrap, cartons, or skids are required to package an order.
- All sheet sizes 17" x 11" or smaller will be ream sealed.
- Altering the grain direction of a stocking size is considered a special making item.
- Minimum sheet size is 8" x 8".
- Shrink wrapped packing on skids without cartons is available for a \$2.50/CWT up-charge.

## **PUNCH (DRILLED HOLES) AND PERFORATION OPTIONS:**

Punched forms are available in a variety of standard formats. An order form contains popular options and can also be used for both standard and nonstandard requests.

- Perforated forms are the ExcelOne™Snap-Set® and Xcelerator®Snap-Set® offerings. These items are perforated grain long, 1/2 inch from the edge.
- Special perforations (such as cross grain perforations, multiple perms, etc.) are available. For special perforating or punching inquiries, please contact your Customer Service Representative.

## Roll Product

### **CARBONLESS AND ALL UNCOATED PAPERS**

***All requests are subject to mill constraints and approval.***

- All making sizes are subject to trim up-charges.
- Please consult your Customer Service Representative for the amount of trim loss incurred for a specific product.
- Shipments of plus or minus 10% from stated minimums will be considered good for delivery.

## STOCKING ITEM ADDITION AND INVENTORY POLICY

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Pixelle Specialty Solutions maintains a substantial stocking program for key customer materials. If an additional material is to be considered for the stocking program, it must have approval of the Product Manager or Director level.

***Pixelle Specialty Solutions does not guarantee stocking items to be in stock at a given time, due to the changing nature of customer order patterns. Consequential damages from items being out of stock are not the responsibility of Pixelle Specialty Solutions.***

***We also reserve the right to optimize our standard stock portfolio as business conditions dictate. Printing of a stock material in a handbook or other item does not guarantee it will remain a stocking item.***

# MANUFACTURING CAPABILITIES AND TOLERANCE

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## BASIS WEIGHT

Variation of +/- 5% from the stated nominal basis weight is considered to be acceptable and within trade tolerance..

## LINEAL FOOTAGE

Pixelle Specialty Solutions Carbonless Roll products are manufactured within +/- 200' of the lineal footage listed/ordered.

## ROLL DIMENSION UPCHARGE

### Specified Diameter Tolerance

- Pixelle rolls are manufactured to diameter: exact to -2 inch

### 40 Inches and Smaller Diameter Charge

- Spring Forge, Digital Spring Forge, Digibook, Thor - \$1.00/cwt

PIXELLE rolls are manufactured to a nominal width, with a tolerance of  $\pm 1/32''$ .

## ROLL WIDTH

Unless otherwise specified on the order, rolls will be considered acceptable within +/- 1/32" of the ordered size. Call your Customer Service Representative if you require tolerances that differ.

## SHEET DIMENSIONS

We guarantee sheet dimensions will be exact to +1/8".

PIXELLE will trim work and tumble forms exact to +1/16" provided the customer specifies "work and tumble printing" on the purchase order.

NOTE: Loads from precision sheeting equipment may give a visual appearance of unevenness; however, precision sheeted paper will be equal to or better than guillotine trimmed paper in sheet-to-sheet squareness and size variation. If precision sheeted paper is later cut to a smaller size, it must be trimmed on all four sides to assure uniformity and squareness.

## SPLICES / PATCHES

- “Overlap” splices are used for carbonless rolls of a basis weight 26# and under. A “butt” splice is used on carbonless rolls with basis weights greater than 26# (tag, ledger). All splices are made with repulpable, heat resistant tape.
- No splice will be made within 2,000 lineal ft of the outside of the roll (Tiffin™ Tag grades: no closer than 1” from the outside) or within 1” of another splice.
- Carbonless Rolls and Uncoated Papers are guaranteed not to have more than 3 splices per roll; TransForm® Laser MOCR is guaranteed to have no more than 1 splice.

## CORES

All Pixelle Specialty Solutions Carbonless products are standard 3” I.D. fiber cores. Uncoated Papers are standard in both 3” and 5” I.D. cores. Other core sizes are available; please call Customer Service.

## Overruns and Underruns

Overrun and underrun tolerances are dependent on order quantity and the manner in which the quantity is specified. In cases when shipping an individual package results in an overrun, but not shipping the package results in an underrun, PIXELLE will ensure that the minimum order quantity is met. When overruns exceed one package, PIXELLE will contact the customer for shipping approval.

Order Quantity (per item)	Permissible Quantity Variance		
	Nominal	“Not More Than”	“Not Less Than”
0 lbs - 4,999 lbs	±20%	-40%, +0	-0, +40%
5,000 lbs - 9,999 lbs	±10%	-20%, +0	-0, +20%
10,000 lbs - 39,999 lbs	± 5%	-10%, +0	-0, +10%
40,000 lbs - and greater	± 3%	-6%, +0	-0, + 6%

## ROLL BUNDLING INFORMATION

The following rounding rules are systematically applied to electronic orders. For manual orders, Pixelle Specialty Solutions will consult customers on how they prefer to round orders when rounding questions arise.

- Roll bundling rules are applied to orders entered with lb as the unit of measure, and are applied before bundle rounding rules take effect.
- Roll rounding rules:
  - The order minimum is a single roll
  - Any order that does not meet the order minimum of a single roll will be automatically rounded to one roll.
  - After the order minimum is satisfied, any order quantity beyond the minimum which is below 50% of the next roll will be rounded down to the next whole roll, while any order quantity beyond the minimum which is at or above 50% of the next roll will be automatically rounded up to the next whole roll.
- For bundled items, the same set of rounding rules will apply, but for bundles:
  - The order minimum on each bundled item is a single bundle.
  - Any order that does not meet the order minimum of a single bundle will be automatically rounded to one bundle.
  - After the order minimum is satisfied, any order quantity beyond the minimum which is below 50% of the next bundled quantity will be rounded down to the next whole bundle quantity, while any order quantity beyond the minimum which is at or above 50% of the bundled quantity will be automatically rounded up to the next whole bundle.
  - Commonly ordered items are listed below; other Pixelle Specialty Solutions products may be bundled, please check with Customer Service for your specific order items.



Grade	Per Pack Requirements
20#, 24# TransForm® Laser MOCR (40" OD)	7.875" and under: 2 per pack
20#, 24# TransForm® Laser MOCR (50" OD)	9.875" and under: 2 per pack
28# TransForm® Laser MOCR (40" or 50" OD)	17.5" and under: 2/pack; 8.75" and under: 4/pack
32# Scioto™ Ledger (40" or 50" OD)	17.5" and under: 2/pack; 8.75" and under: 4/pack
100# Tiffin™ Tag (40" or 50" OD)	17.5" and under: 2/pack; 8.75" and under: 4/pack
125# Tiffin™ Tag (40" or 50" OD)	17.5" and under: 2/pack; 8.75" and under: 4/pack
150# Tiffin™ Tag (40" or 50" OD)	17.5" and under: 2/pack; 8.75" and under: 4/pack
14# CFB Trans/rite® (33,000 LF)	7.5" and under: 2 per pack
14# CFB Trans/rite® (49,000 LF)	9" and under: 2 per pack
15# CF Trans/rite® (33,000 LF)	7.75" and under: 2 per pack
15# CF Trans/rite® (49,000 LF)	9.5" and under: 2 per pack
16# CB Trans/rite® (33,000 LF)	8" and under: 2 per pack
16# CB Trans/rite® (49,000 LF)	9.875" and under: 2 per pack

\*Please note: Pixelle Specialty Solutions File Folder bundling requirements are dependent upon size and order quantity. Customer Service may provide specifics at time of order.

# FREIGHT POLICY

Pixelle Specialty Solutions Carbonless, Specialty Uncoated Papers and Converting Papers products are priced and sold as Full Freight Allowed (FFA), as long as the customer orders the minimum order quantity; unless otherwise quoted.

## FULL TRUCKLOAD SHIPMENTS

A full truckload is defined as no less than 42,000 lbs +3%/-3% that is placed in increments at one time and ships at one time, of Pixelle Specialty Solutions product.

## MINIMUM ORDER QUANTITY

In order to effectively manage the ever increasing freight/fuel costs, Pixelle Specialty Solutions requires a minimum order quantity by product line. Our minimum order\* quantity levels are:

<b>Forms Converters</b>	Carb rolls Only FFA=5,000 lbs Carb rolls 4,999 - 1,000 lbs +\$500 Carb rolls <1,000 lbs = NFA (market rate) Unctd Only or Mixed Carbonless rolls & Unctd FFA = 10,000 lbs Unctd/Mixed 9,999- 5,000 lbs +\$500 Unctd/Mixed 4,999 - 1,000 lbs +\$750 Unctd/Mixed <1,000 lbs = NFA (market rate)
<b>Direct Printers &amp; Envelope Converters &amp; Merchants</b>	TL=FFA 39,999 - 35,001 +\$200 35,000 - 30,001 +\$300 30,000 - 25,001 +\$400 25,000 - 20,000 +\$500 <20,000 lbs = NFA (market rate)
<b>Direct EP</b>	NFA is the Standard TL=FFA 39,999 - 35,001 +\$200 35,000 - 30,001 +\$300 30,000 - 25,001 +\$400 25,000 - 20,000 +\$500 <20,000 lbs = NFA (market rate)
<b>Carbonless Sheets</b>	4,000 lbs = FFA 3,999 - 1,000 lbs +\$500 <1,000 lbs =NFA (market rate)

*Please note: Customer pick up (CPU freight): small order charges will still apply for orders less than minimums stated. The small order charge will not apply to Carbonless sheet purchases if the order ships UPS Ground and the fees are charged to the customer's UPS account.*

**\*An order is defined as: One PO from a single shipping origin, shipping to a single shipping destination, ordered on the same day, shipping on the same day, and delivering on the same day.**

## Additions to Purchase Orders

Additions may be made to open purchase orders as long as the products being added deliver the same day as the open items on the purchase order. Additions requested that do not deliver the same day as the open item will be entered as a new order and assessed the minimum order charge if they do not meet the minimum order requirements.

### **FREIGHT TERMS**

are F.O.B. the Pixelle Specialty Solutions facility.

### **DROP SHIP CHARGE**

Pixelle Specialty Solutions will institute a \$175/order drop ship charge for Carbonless sheet products and Carbonless accessories (like Fan-Apart Adhesive, damage and detection agents) sold in North America. This charge will apply to orders that ship to locations other than the merchant floor.

### **DETENTION CHARGES**

The customer is responsible for any detention or redelivery charges associated with a delivery that was delayed due to a change in customer delivery requirements for which Pixelle Specialty Solutions is not responsible.

### **ACCESSORIAL CHARGES** (\$100 charge each if advised at time of Received Order.)

Any additional fees incurred by Pixelle Specialty Solutions due to customer's required lift gate service or driver assisted deliveries will result in additional charges. Accessorial charges (for example, lift gates charges, inside delivery charges and driver assist charges) will be applied to customer invoices at \$100 per each requested service. Freight will continue to be prepaid when order minimum guidelines are met.

### **NON-SCHEDULED DELIVERY CHARGE**

Items requested to be shipped outside of the regional delivery schedule will be shipped NFA. Please contact your Customer Service Representative for a copy of the regional delivery schedule (NFA Market Rate).

# SAMPLE POLICY

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## UNPRINTED SAMPLE POLICY

- Samples generally are small quantities, several sheets, used to demonstrate aesthetic qualities like shade, opacity, and brightness or are available for limited testing (for example, image intensity).
- Samples are kept in approximately 20 sheet packages in the Chillicothe Sample Room
  - This is regardless of product type: i.e., roll product is sent in samples as sheets.
- Standard shipping is ground
  - If expedited shipping is requested, customer needs to supply their UPS number for this purpose.
  - Exceptions to this may be approved by Marketing.
- Sample quantities of Defensa® Security Papers must be tightly controlled. Because unprinted Defensa® could be used to make forged documents, all requested unprinted samples will be voided with the Defensa® logo to protect our customers.
- **Full carton or full roll samples are defined as TRIALS and covered under the trial policy in this document.**

## PRINTED SAMPLE AND COLLATERAL POLICY

- Standard shipping for printed samples/collateral items is UPS ground
  - If expedited shipping is required, unless under extraordinary circumstances, the customer needs to supply their UPS number for shipping costs.
- This may be waived by approval of the Director of Marketing or the Marketing Programs Manager.
- We reserve the right to limit sample quantities
  - Quantities above 100 of any particular item are subject to review by Marketing

## TRIAL PAPER POLICY

Trial paper is considered quantities larger than samples. Trial paper is generally required to run on press to gauge performance. Typically, that would be defined as one carton of carbonless sheets, and any full carbonless roll or business information paper roll quantity.

- All Pixelle Specialty Solutions paper trials are covered by a 100% Satisfaction Guarantee. Trial quantities need to be purchased by contacting the Territory Manager or Customer Service. If a customer is unsatisfied with the trial, the cost of the paper will be refunded. Freight needs to be borne by the customer if required under our shipping policies.
- In rare cases, trial paper costs other than that 100% purchased by the client or merchant must have prior consent from the business line Product Manager or Director of Sales.
- Samples procured out of merchant stock and compensated via debit memo to Pixelle Specialty Solutions must have pre-approval by the Product Manager, Director of Commercial Operations or the Director of Sales; otherwise the credit will not be paid.
- Trial quantity should be limited to a maximum of 1 carton in the case of Carbonless sheets, a roll or two for Carbonless rolls or uncoated products.
- Trial quantities of Defensa® Security Papers must be tightly controlled. Any of this paper falling into unethical hands could create customer and consumer risk. Trial amounts will be closely scrutinized. Defensa® is not currently available for trial or sale in sheet form. This is another precaution against security papers being used for illegal activity.

## PRICING POLICY

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- A price quote must be entered into the Pixelle Specialty Solutions system or agreed to by Pixelle Specialty Solutions before it is communicated to a customer. Pixelle Specialty Solutions cannot be held responsible for price quotes given by a member of its supply chain without prior approval. Price quotes are valid for 30 days from date of quote, unless otherwise stated.
- Price quotes are subject to change with announced price increases and should not be misconstrued as firm pricing unless specifically quoted in **writing** by Pixelle Specialty Solutions. Please contact your Pixelle Specialty Solutions sales representative for a firm price quote if one is required.
- Orders will be invoiced at the price effective at the time of shipment, plus all applicable upcharges less any freight allowance. This is the net price from which cash discounts are calculated.
- All prices are quoted as a base price and are subject to all applicable up-charges (examples include small roll up-charge, pallet up-charge, etc).
- All List Price Exceptions (LPEs) and Value Contracts (VCs) are reviewed on a regular basis. LPEs and Value Contracts which have not been used in 90 days will be inactivated and considered invalid for future orders or rebates.

Possession of price manuals or price pages from Pixelle Specialty Solutions does not constitute an offer to sell our products.

# PRODUCT STEWARDSHIP

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Pixelle Specialty Solutions is proud to be a partner in stewardship activities. For stewardship questions, MSDS sheets, or other environmental information, please contact our Product Stewardship Department in Chillicothe. Tracey Shanton may be reached at 740.772.3893; tracey.shanton@Pixelle.com.

## Return Policy

*Please note that the damaged paper policy below is in effect for any return, regardless of source of error.*

### RETURNED PAPER DUE TO PIXELLE SPECIALTY SOLUTIONS ERROR OF ANY MANNER:

- **Stocking Items** - A return of stocking items requires no approval, but must be coordinated via Customer Service to ensure proper account credit. The customer is not responsible for any fees associated with a return of this nature. Pixelle Specialty Solutions issues a full credit once product has been received back in the mill.
- **Manufacturing/Making Items** - For a return due to an error made on making products, customer is not responsible for any fees. Pixelle Specialty Solutions will issue a full credit once product has been received back in the mill.

### RETURNED PAPER DUE TO CUSTOMER ERROR OR CUSTOMER REQUEST:

- **Stocking Items** - A return of stocking items requires no approval, but must be coordinated via Customer Service to ensure proper account credit. Customer is responsible for arranging for return freight, paying the freight cost both ways and 20% of the invoice/item price. **This restocking fee is non-negotiable.**
- **Manufacturing/Making Items** - Non-stock (Making) products, or products made to parameters specified by the customer, are wholly owned by the customer. Returns of this type of product will not be accepted.

Pixelle Specialty Solutions will be unable to accept return of items purchased 6 months or more prior to the date of the return request, nor obsolete items no longer manufactured or stocked by Pixelle Specialty Solutions.

# WHAT TO DO IF A PAPER QUALITY PROBLEM IS ENCOUNTERED:

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## Step One: Notification

Upon learning of a paper, printing, or converting problem, the customer should contact the appropriate Pixelle Specialty Solutions Technical Field Service office promptly to ensure that we can assist with the problem expeditiously.

Responsibility for printed product quality lies solely with the printer. Pixelle Specialty Solutions will not assume any production charges unless authorized by a Pixelle Specialty Solutions Technical Field Service Representative. If a merchant supplied the paper in question, the merchant should assist the printer in preparing the claim, but it is not authorized to admit fault, nor commit Pixelle Specialty Solutions to the settlement of a claim nor obligate Pixelle Specialty Solutions legally.

A Pixelle Specialty Solutions Technical Field Service Representative must authorize production charges. Pixelle Specialty Solutions Technical Field Service Representatives are available 24 hours a day, 7 days a week. To contact a Technical Field Service Representative, please contact our offices at:

232 East 8th St  
Chillicothe, OH 45601  
Phone: (800) 832-6323

## Step Two: Accumulate Basic Evidence

- Identify the manufacturing run number as found on the skid, roll, carton or ream wrap.
- Report the Pixelle Specialty Solutions order number associated with the defective stock.
- If the order number cannot be determined, provide the associated purchase order or invoice number.
- Note complete information for the paper involved, such as grade, size ordered, grain direction, basis weight, finish, quantity ordered and the quantity printed.
- If applicable, record press information including size, make, 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.
- Mark defects on press sheets or roll samples. Identify all submitted samples.
- Pack sheet samples flat if they are to be printed, evaluated for curl, or involve defects in size variation or dimensional stability. Use a mailing tube for rolled samples.



REMEMBER: 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 honored**. In the absence of a Pixelle Specialty Solutions representative the responsibility for gathering evidence lies with the customer.

## Step Three: Accumulate Specific Evidence

Listed are types of problems and the required documentation needed to evaluate the claim(s):

### **Blanket Contamination: spots, hickies, picking, linting, piling, etc.**

- Remove particles of contamination from blanket or plate with transparent tape.
- Apply tape to acetate or clear film, DO NOT attach to paper.
- Find the press sheet which contains the original defect and send this sheet, plus one preceding and several succeeding sheets, in consecutive order.

### **Surface Defects: streaks, cuts, scratches, skip coating, etc.**

Submit 15 consecutive sheets (or 15 feet of roll stock).

### **Appearance Characteristics: gloss, brightness, opacity, formation, shade, etc.**

Submit 15 consecutive unprinted sheets.

### **Size Variation/Out-of-Square:**

Submit 15 consecutive unprinted sheets, shipped FLAT.

### **Dimensional Stability (Sheets): mis-registration, slurring, doubling, wrinkling, etc.**

- Measure the relative humidity of the pressroom.
- Report outdoor weather conditions if the pressroom is not humidity controlled.
- Submit a photograph of the unprinted paper showing evidence of tight or wavy edges.
- Submit 15 unprinted sheets and 15 consecutive printed sheets, shipped FLAT; Mark areas defect appears.

### **Dimensional Stability (Rolls): throw length, etc.**

- Measure the relative humidity of the pressroom.
- Report outdoor weather conditions if the pressroom is not humidity controlled.
- Submit a minimum of 15 feet of unprinted paper loosely wound and packed in a mailing tube.
- Include the same amount of printed stock which demonstrates the problem.
- If the samples in question have been collated, the samples should be packed flat.
- Identify which ply is in question and include a film positive of the printed image.

**Feeding/Delivery: curl, moisture, static, related problems, etc.**

- Measure the relative humidity of the pressroom.
- Report outdoor weather conditions if the pressroom is not humidity controlled.
- Submit 15 consecutive unprinted sheets.
- For cut size papers, send a sealed, unopened ream.

**Printing/Imaging/Ink Drying: receptivity, back trap mottle, etc.**

- Measure the relative humidity of the pressroom.
- Submit samples of inks and fountain solution.
- Document color sequence and other pertinent press data. Submit 15 consecutive unprinted sheets and several printed sheets exhibiting the problem.

**Smashed Blanket/Damaged Plate:**

- Locate and submit the paper, foreign object or other debris that has caused the smash.
- Submit printed sheets prior to and immediately following the smash.
- Submit all blankets or plates for which credit is requested.

**Web Breaks:**

- Submit a sample of both ends of break.
- Locate the source of the break (slime hole, edge cut, etc) if possible.
- Indicate how far into the roll the break occurred.
- Identify where the break occurred (at the infeed, 3rd unit, etc.).

**Blistering:**

- Submit 15 feet of unprinted paper, rolled into a MAILING TUBE & 15 printed sheets or signatures exhibiting the problem.
- Include specific details regarding inks, press speed, drier temperature, and web temperature as measured by a pyrometer.

**Baggy Web:**

- Photograph the web as it enters the first printing unit.
- Submit 15 feet of unprinted paper, rolled into a MAILING TUBE.
- Submit 15 feet of printed paper, or 20 printed sheets/signatures exhibiting the problem.

**Telescoped Rolls:**

- Photograph the end of a roll exhibiting the problem.

**Failure to Edge Pad (Carbonless Papers):**

- Review correct edge padding procedures (available via email request to [tfs@Pixelle Specialty Solutions.com](mailto:tfs@PixelleSpecialtySolutions.com))
- Identify the adhesive batch number found on the lid of adhesive.

**Image Intensity (Carbonless Papers):**

- Submit 12 sets of forms exhibiting the defect.
- If the paper has been tinted by the printer, it is necessary to supply an unprinted, untinted sample for all image intensity problems.

**Capsule Damage (Carbonless Papers) such as hazing, bluing:**

Submit 15 unprinted sample sheets (or 15 feet of unprinted roll stock) exhibiting the defect. ‘

## Step Four: Fill Out a Complaint Report

Complaints may be submitted by the merchant on a Merchant Complaint Form. These are available free of charge from Pixelle Specialty Solutions Technical Field Services.

## Step Five: Submit All Reports and Samples to the appropriate address:

[tfs@pixelle.com](mailto:tfs@pixelle.com)

Technical Field Services Pixelle Specialty Solutions

232 E. 8th Street

Chillicothe, OH 45601

Phone: 1-800-832-6323

Fax: 740-772-0120

## ADDITIONAL QUESTIONS

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The Pixelle Specialty Solutions Technical Field Services Department stands ready to assist in resolving any quality problem as it arises. Please bring to our attention any questions that you may encounter in interpreting this information or the Warranty and Claims Policy of Pixelle Specialty Solutions

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