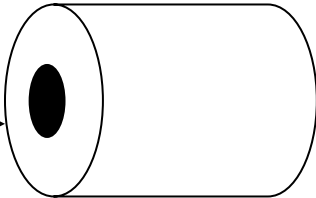




### Customer Complaint Form

<u>Customer</u>		<u>Address</u>	<u>Customer Contact / Phone No.</u>	<u>Date</u>
<u>Mill Order No.</u>		<u>Invoice No.</u>	<u>Customer P.O. No.</u>	
<u>Estimated Dollar Amount of Claim</u>		<u>Location of Rejected Material</u>		
<b>Roll Bar Code Numbers</b>				
<small>(If roll label is missing check inside core for bar code sticker / write on back of form if more than 12 rolls claimed)</small>				
<u>Quantity Shipped</u>		<u>Quantity Claimed</u>		
<b><u>At What Time in Processing was problem discovered:</u></b>				
Before Processing _____ During Processing _____ After Processing _____				
At Customer _____				
<b><u>Did paper remain Wrapped until it was processed?</u></b>				
Yes _____ No _____				
<b><u>Detailed Description of the Problem? (Include Actions taken to identify or resolve problem)</u></b>				
Samples Enclosed _____		<div style="display: flex; align-items: center; justify-content: center;"> <div style="border: 1px solid black; padding: 2px; margin-right: 10px;">Location of Defect on Roll (Stencil End)</div> <div style="font-size: 24px;">→</div>  </div>		
Photographs Enclosed _____				
<small>(see section on web page under How to Sample for Complaint Verification)</small>				
<b>Equipment type or description the paper was run on:</b>				

Paper Manufactured at the:  
**Kaukauna WI or Androscoggin Mills**  
 Thilmany Papers  
 Attention: Complaint Administrator  
 600 Thilmany Road  
 Kaukauna, WI 54130  
 Phone: (920) 766-4611 ext 8206  
 Email: [customer.claims@thilmany.com](mailto:customer.claims@thilmany.com)

Paper Manufactured at the **DePere WI Mill**  
 Thilmany Papers  
 Attention: Complaint Administrator  
 200 Main Avenue  
 De Pere, WI 54115  
 Phone: (920) 336-4211 ext 1278  
 Email: [customer.claims@thilmany.com](mailto:customer.claims@thilmany.com)