

QUALITY POLICY

Our goal is to be A VALUED PARTNER WITH our customers. To achieve this goal, we will:

- ***Fully understand the technical and service related needs of our customers***
- ***Provide products and services that meet or exceed our customers' expectations***

Our commitment to quality includes:

- ***Meeting Customer expectations the first time***
- ***Continuous improvement in all activities, using Lean Manufacturing and Six Sigma Techniques from the initial contact with customers to their use of our products***

Product Guarantee

All products produced by Thilmany Papers are guaranteed against defects in quality and workmanship. The mill will reimburse our customers for loss or damage incurred as a direct result of substandard quality, up to the value of product involved as invoiced from Thilmany Papers.

Thilmany Papers makes every effort to supply paper of the highest quality. However we give no warranties of any other kind, either express or implied, with respect to marketability or fitness for a particular use other than what the product is manufactured for. Thilmany Papers warrants our products for up to 1 year from the date of manufacture.

The mill will honor all reasonable and justified claims when adequate evidence is provided to show that the paper was at fault. Such claims should be clearly stated and itemized.

Handling Complaints

Thilmany Papers is committed to timely and easy resolution of claims against our products. To facilitate this process please submit all claims within 30 days after the converting process, claims should be brought to the attention of your Sales Representative or the *Complaint Administrators at the mills*. All complaints in which a monetary settlement is requested must be submitted immediately.

To submit claims related to quality send samples and documentation to your Sales Representative or to the claims department at the appropriate mill of manufacture:

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

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

For pricing or freight related issues contact your sales representative directly or by calling **(800) 847-8022** for our Customer Service Department.

Upon receipt of all documentation and supporting samples Thilmany Papers will complete analysis and issue a response within 14 days.

Procedure

Documentation Required

Adequate samples and documentation will insure we can investigate your claim and implement corrective measures to prevent reoccurrence and improved performance in your process.

Below is information needed to quickly evaluate your claim.

- A. Customer Name, Address, Phone Number and Contact Person.
- B. Mill Order / Invoice Number or Customer Purchase Order Number.
 - o Roll Bar Code Numbers.
 - o Quantity of paper involved.
- C. Detailed Description and Samples of the problem encountered.
 - o Proper sampling and documentation of defect with problem areas marked. (See the sampling guidelines under *How To Sample for Complaint Verification*)
 - o Describe how the paper defect impacts your process or product.
 - o Action taken by the user to identify or resolve the problem.
- D. Estimated dollar (\$) amount of claim.
- E. Location of Defective Product.

Pricing

If there is a claim related to the accuracy of pricing please submit a copy of the invoice, quote, and price list, etc..

Freight Adjustment

If there is a claim related to Freight Charges the following documentation should be submitted for an allowance or adjustment: email agreement, quote, carrier invoice showing additional or adjusted charges, etc.

Order Entry Error

If there is a claim related to order entry, such as wrong product, wrong size or quantity; the following documentation should be submitted to support the claim: Customer PO, email message, order acknowledgement, etc.

Delivery Dates

Mill order acknowledgements specify the date an order is expected to ship. Thilmany Paper's goal is to provide 100% on time delivery, however an occasional order may not be ready as expected, which will result in a delayed shipment. Thilmany Papers will advise our customers of the revised ship dates. The mill cannot assume responsibility for losses resulting from production or transportation delays beyond its reasonable control.

Shipping Errors

If there is a claim related to a shipping error the following information will facilitate the evaluation and settlement of this issue. If the wrong product or quantity is shipped, a copy of the tally sheet including a list of the bar codes that are missing or that are on the shipment but should not be, should be sent to the mill.

Procedure

Damaged product

Transit Damage

All orders are shipped F.O.B. mill, Kaukauna WI, DePere WI, or Jay ME unless specified otherwise on our order acknowledgement. Thilmany Papers will file transit damage claims with the carrier with the support of the following documentation and details which have been forwarded to us by our customer.

Appropriate documentation and details should include the following:

- Packing slip signed for as "Damaged"
- Customer purchase order number and Thilmany Papers order number
- Roll Bar Code Number(s)
- Amount of product that has been damaged if not an entire roll
- Description of the type of damage
- Photographs or video of the damage

Concealed Damage

If there is no outward damage to the product as received but upon opening damage is discovered a claim should be filed with Thilmany Papers. Photographs or video and samples of the damaged product should be sent to Thilmany Papers with the appropriate documentation.

Please consult with a Thilmany Technical Service Representative before further converting of the product. Working together we can determine the feasibility of further converting of our product and credit for the damaged product.

We understand that not all damaged product is evident until the time of use. Please notify us immediately upon observing such damage.

Product Returns

Thilmany Papers requires preauthorization for disposal or return of product to the mill. If a return is required Thilmany will make arrangements for the return to the mill unless otherwise communicated. Returned paper should be adequately protected to enable us to determine the nature of the defect for corrective action.

Invoice Deductions

Thilmany Papers will issue credit for accepted claims within 14 days on claims where product does not need to be returned, when the disposition is to return the product credit will be issued within 24 days. Invoice Deductions may not be made without prior approval from Thilmany Papers.