

finch

QUALITY CLAIM FORM

* Required Fields

Receipt Date:

Pkg #:

internal use only

Technical Services: 800-833-9983 option 6
paperevaluation@finchpaper.com

Date:

Contact Information:

*Sold To Company:

*Printer / Converter Company:

*Sold To Contact:

*Printer / Converter Contact:

*Sold To Phone Number:

*Printer / Converter Phone Number:

*Sold To Email Address:

*Printer / Converter Email Address:

Order Information:

*Finch Paper Order Number:

*Customer Order Number:

*Roll/Skid/Carton ID Number(s)
Exhibiting Issue

Roll/Skid/Carton ID Number(s)
Not Exhibiting Issue

*Grade and Weight:

*Roll/Sheet Size :

*Explanation of Issue:

*Date Issue Occurred?

Where was Issue Discovered?

Was paper cut by Mill, Merchant, Printer, Other? If Other please explain.

Process:

Press Make / Size: Process Used: # of Units: # of Passes:

of Colors / Sequence: Tack of Ink: Fountain Solution, Additives, and pH:

Press Room Storage Area
RH and Temp: RH and Temp: How Long Did Paper Acclimate before Printing?

Action Taken During Issue Investigation (Complete Job, Lift Job, Hold Paper For Replacement, Other?):

Comments:

Location of Rejected Product:

Evidence Submitted:

Web Break /Defect	Tape Pulls
Unprinted Sample	20 Continuous Unprinted Wraps of Roll
Printed Sample	Photos of Product Label/Defect

*For moisture related claims please include unprinted samples in a zip lock, moisture proof bag

Customer is required to provide complete documentation and supporting physical evidence to Finch Paper. If proper documentation and/or evidence is not provided by the customer in a timely manner, Finch Paper cannot be held responsible for any liability.

Claim Costs:

Item	Quantity		\$	=	Cost (\$)
Paper (lbs.):		@		=	
Press Time (hrs.):		@		=	
Other*:		@		=	
Total Cost (\$):					<hr/> <hr/> <hr/>

*Explain "Other costs":

To receive prompt resolution, email this form to paperevaluation@finchpaper.com, and include a hardcopy of this form along with the submitted evidence to:

Finch Paper LLC
Customer Technical Field Services
1 Glen Street
Glens Falls, NY 12801

paperevaluation@finchpaper.com