

General guidelines for complaints & required samples



- Complaints handled only in the Bridge
 - Detailed description of complaint always required
- Pallet label photo must be attached into the Bridge for all complaints
- Board samples preferably to be sent flat to the mill
 - Especially in delamination or stiffness cases – rolled sheets are not allowed
- Tape pulls from plates & blankets must be made against a clear plastic film
 - Otherwise impossible to analyze the particles
- Both unprinted and printed sheets showing the fault must be sent for printability complaints
 - Unprinted sheets must be taken directly from problematic pallet
- For transport damages signed CMR is mandatory with photos showing the damage before unloading
- Detailed breakdown of total costs is required for all financial claims, to be attached into the Bridge

Fault	Required samples to be sent to the mill							
	Printed sheets or boxes	Unprinted sheets	Tape pulls from plates and blankets	Piece of blanket from the damaged area (A4 size is sufficient)	Piece of material causing the issue	Photos	Ink Sequence / Creasing parameters	Ink / Glue samples
Dirt spots, formation, uneven pulp coverage		●						
Cracking, folding strength	●							
Specified technical values e.g. stiffness, thickness, gsm, absorption	●	●						
Surface properties e.g. smoothness, brightness, gloss	●	●						
Printing result e.g. mottling, doubling, varnishing	●	●					●	●
Dust, hickies, debris, excessive blanket contamination	●	●	●			●		
Picking	●	●					●	●
Delamination, blowing, internal bonding issues	●	●						
Cutting and creasing, lamination, gluing issues	●	●					●	●
Coating defects e.g. stripes, lines, missing coating	●	●						
Piece of board between sheets / folded sheets / trim waste	●	●		●	●			
Dents, marks, mechanical damages		●						
Wrong size / wrong grain		●						
Flatness, curl, waviness of board, bad stacking						●		
Flatness, curl of converted material	●					●		