

Complaints

Printing today is a complex operation, where the printer must carefully balance a number of multiple variables. Paper and envelopes are one of those variables and Mohawk Fine Papers strives to manufacture a consistently reliable product of the highest possible quality. We also strive to offer customer service and sales support of the highest caliber.

In the unlikely event that a complaint arises with one of our papers or envelopes, Mohawk's goal is to settle the claim quickly and fairly. The next few pages outline the mill's position on many common issues and provides a comprehensive complaint form, which should help the sales rep know what questions to ask and what kinds of samples to submit.

Additional forms are available from Mohawk's Technical Services Department as well as at www.mohawkpaper.com/pdfs/Mohawk_Complaint_Procedures.pdf

Documentation and claims

Mohawk's goal is to settle all claims quickly and fairly. The paper merchant should assist in a complete investigation. To facilitate this, we request that you provide your printer with a copy of the Mohawk Complaint Form and request necessary samples and documentation. All charges should be clearly stated and detailed with regard to hourly rates for press time, equipment charges and any other items that may be involved. Charges may not exceed the original cost of the paper and envelopes. Please note that claims may not be deducted from payments due to Mohawk, unless agreed upon in advance by the mill. Mohawk will consider payment of claims for lost press time, up to a maximum of two hours in order to determine the origin of the complaint, without prior approval. All complaints will be settled as quickly as possible. A claim must be submitted within 30 days after the complaint occurs. In the event a claim is held up by the printer and/or merchant, the claim will be considered void after 60 days.

Disposition of defective paper and envelopes

Mohawk must authorize the return of all paper and envelopes and any return must have a bill of lading with a release number issued by Mohawk. Mohawk may request the disposal of defective paper or envelopes in cases where transportation costs back to the mill would be excessive. Only Mohawk can determine the disposition of rejected envelopes. Do not destroy or return without proper authorization.

All shipments being returned to the mill, prepaid by Mohawk, must be shipped with an approved Mohawk carrier. Consult the mill for a carrier in your area. Mohawk will not be responsible for any freight costs from an unauthorized carrier.

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Grade selection

Mohawk is not responsible for problems or claims arising from end use requirements that extend beyond the design of the grade.

Paper conditioning

Paper is hygroscopic in nature and, therefore, is affected by humidity and temperature fluctuations. Paper should be acclimated to print room conditions for at least 48 hours prior to printing. All paper should remain wrapped until it is to be used. Mohawk is not responsible for printing or converting problems related to excessive humidity or temperature imbalances within a printing plant when the paper involved met Mohawk's manufacturing specifications.

Short grain paper

Mohawk does not recommend printing short grain paper by the lithographic process and will not assume responsibility for problems such as wrinkling or mis-register when short grain paper is used.

Paper two-sidedness

Some degree of two-sidedness is inherent to all paper produced on a Fourdrinier machine. Good printing practice recommends that you inspect both sides of the paper to be printed for suitability prior to printing. In addition, you should flip several sheets during the make ready for the same purpose. Mohawk will not assume responsibility for cost beyond replacement value for what we deem a reasonable amount of paper which might be consumed by a printer following the guidelines above.

Abnormal operating conditions

Claims resulting from printing or processing paper on faulty equipment or improperly operated equipment will not be honored. Claims which are the result of the inter-relationship of paper, inks, fountain solutions, blankets and plates will not be honored unless it is demonstrated that the paper alone is the cause of the problem.

Trimming tolerances

Our normal tolerances for precision sheets are:

Length	Folio	Cutsize
Plus	1/16"	1/32"
Minus	0	1/32"
Width		
Plus	1/32"	1/32"
Minus	0	1/32"
Square		
Plus	1/20"	1/32"
Minus	1/20"	1/32"

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Shipping roll diameter guidelines

As part of Mohawk's commitment to quality and customer satisfaction, we have developed these guidelines to ensure the Mohawk's roll products conform to current industry standards.

- a. For orders with a specified diameter and/or a specified maximum diameter, the specified diameter must be considered the target with a tolerance of Plus 0" and Minus 2".
- b. For orders with a specified minimum diameter, the specified diameter must be considered the target with a tolerance of Plus 2" and Minus 0".
- c. For special orders, the diameter of the rolls from the last set may be less than specified.

All ordered diameters will be considered to be maximum unless specified as a minimum. All rolls will be manufactured within those tolerances.

Damaged blankets

We will accept claims for damaged blankets and plates when conclusive evidence of paper responsibility is submitted, as long as paper was not cut by anyone other than the mill. Evidence should consist of four press sheets showing the problem along with the paper samples that caused the problem and the damaged blankets or plates.

Late delivery

Mohawk will not assume responsibility for losses which may result because of a missed ready date or late delivery caused by conditions beyond our control. This includes production delays and transportation delays due to missed pickups by the designated carrier.

Trimmed paper

The mill does not assume responsibility for damages or contamination problems caused by paper that is cut by a party other than the mill.

Special requirements

When given advance written notice, Mohawk may take special precautions in manufacturing paper for unusual applications. Examples of unusual applications include work and tumble forms, perfecting, special shades, special sizing needs, etc. Mohawk will not be responsible for problems arising from such special applications, if not notified in advance.

Web breaks

Mohawk is in agreement with the general industry practice that five breaks or less per 100 rolls for basis weight 60 text or greater, is not unusual and could be expected as part of a normal web job. Any breaks beyond this must be accompanied by suitable evidence of all occurrences in order to be considered for a claim.

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Shade variation

Each grade supplied by Mohawk is manufactured to a specific shade standard. Shade, however, can vary to the dark or light side of standard from one production run to another and still be considered within specification. If the merchant, printer, or converter elects to mix orders or sheet rolls from various production runs, they become responsible for claims related to shade variation. If you encounter wide variation in shade within a given run, the merchant should be notified prior to using it.

Basis weight variation

A variation of plus or minus 5% of basis weight is accepted by most mills and users. Variations in excess of 5% typically constitute a valid complaint.

Heat set presses

Web offset and web letterpress grades are often guaranteed for strength of fold. However, due to extreme dehydration caused by web press drying, claims for cracking at the fold and converting problems which occur after printing on a web press can not be honored.

Laser Envelopes

Envelopes design consists of multiple thicknesses of paper and requires adhesive. Because of these properties which are not conducive to laser printing, we cannot guarantee our envelopes to perform as well through a laser printers as compared to traditional forms of printing.

Insertable Envelopes

Mohawk Insertable envelopes have numerous design features to facilitate the mechanical inserting function. We cannot guarantee that our envelope will work on a specific inserter due to the number and variety of inserters available. We suggest that you request samples for testing.

Complaint form and samples

The following Mohawk Complaint Form can be used for all types of complaints. You should ensure that all pertinent information is included when it is submitted. Other claim forms may also be used as long as they contain all the necessary information.

Printed samples of the defect should be clearly marked. Printed samples should not be from make ready as certain press problems are often the result of press warm up. Make ready sheets will not be accepted as proof of paper defect. Ink, fountain solution, and tape pulls should be submitted in a manner that complies with normal industry standards (i.e. sealed properly, enough quantity, tape backed on mylar, etc.)

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MOHAWK

Mohawk Fine Papers Inc.
465 Saratoga Street
Cohoes, New York 12047
1 800 the mill
www.mohawkpaper.com

Evidence submission information

In order to facilitate a prompt solution to a complaint, it is important to comply with the following guidelines:

1) Include all available samples appropriate to the nature of the complaint:

Hickies, picking, linting, white spots, streaks, and scratches

- 10-15 consecutively printed sheets, numbered in order of delivery from press, beginning with the first sheet prior to the initial spot.
- At least six unprinted sheets.
- Samples of material taken off the blanket or plate with a clear adhesive tape on film or another easy release surface (not the paper's surface). Clearly identify by press part, unit, color and stage of run.

Ink drying and ink lay

- 10-15 each of consecutive, full-size, printed and unprinted sheets.
- Inks from all fountains, identified by manufacturer's brand name and color sequence.
- Fountain solution from actual run, noting fountain pH, conductivity and water system type.
- Sample of any additives used.
- If a web problem, give web exit temperature and number of chill rollers with their individual temperatures.

Smashed blanket or plate

- Actual blanket and/or plate.
- The material suspected of causing the smash.
- Six consecutive press sheets printed immediately before and after the smash.

Mis-register/dimensional stability

- 10-15 each of consecutive, full-size, printed sheets illustrating register variation. Register marks for each color, at side guide/gripper corner, must be precisely and consistently aligned on all samples submitted. Circle all areas out of register and note pass through press in which the variation occurred.
- Photographs of wavy or curled sheets (both the end and side views).
- Relative humidity and temperature readings of pressroom and blank paper. Note the method used to measure the humidity and temperatures (electronic hygrometer recommended).
- Note the time interval between pass and method of paper protections used (if any) during interval.

Folding problems

- Send both flat and folded sheets.
- Note scoring method used.
- Describe any secondary process that involved heat; with temperature, dwell time and make of equipment.
- If web printed, supply web exit temperature and press speed.

2) Mark all defects in sheet.

3) Identify all sheets when more than one run number is involved.

4) Include samples of competitive sheets when reference is made to their performance.

5) Note if samples were cut prior to printing.

6) Whenever possible, send samples flat.

Mohawk Complaint and Information-Request Form

MOHAWK

Mohawk Fine Papers Inc.
465 Saratoga Street
Cohoes, New York 12047
1 800 the mill
www.mohawkpaper.com

Please make a copy to complete and submit with your samples.
Mail to: Customer Technical Service, Mohawk Fine Papers
465 Saratoga Street, Cohoes, NY 12047.
Ship to: 1 O'Connor Dr., Waterford, NY 12188.

Date of occurrence _____

Merchant Information

Merchant _____

Address _____

Merchant salesperson _____

Investigated by _____

Printer/customer _____

Address _____

Essential Order Information

Mohawk's invoice # to merchant _____

Merchant PO number _____

Mohawk order number _____ Mill run number _____

Pallet number _____ Roll number _____

Grade Information

Paper grade _____

Color _____ Finish _____

Basis _____ Size _____

Cartons Packages Bulk wrapped Rolls

Cut: No Yes By: _____

Nature & Extent of Claim

Problem _____

Please indicate lbs. or sheets:

Amount ordered _____

Amount printed _____

Amount claimed _____

Paper held at _____

Paper cost _____

Presstime hours @ \$ _____ Per hour _____

Other charges (please explain) _____

Please detail the sequence of events on a separate sheet of paper, if necessary.

Evidence Submitted

Printed samples Unprinted samples

Blankets Plates

Inks Varnish/coating

Fountain solution Additives

Blanket tape pulls Plate tape pulls

Photos Roller tape pulls

Other (Please explain) _____

Printing Information

Press make and size _____

Number of units _____

Color sequence for each pass: _____

Units	1	2	3	4	5	6	7	8
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Front Pass 1 _____

Pass 2 _____

Pass 3 _____

Back Pass 1 _____

Pass 2 _____

Pass 3 _____

Pressroom temperature _____ Relative humidity _____

Paper temperature _____ Relative humidity _____

Dampening system

Metered Conventional

Bareback Other

% alcohol _____ pH _____

Conductivity _____

Fountain etch brand _____

Additive type _____

Inks

Manufacturer _____

Brand name _____ Batch number _____

Ink tack/color down@ _____ RPM _____

1st	2nd	3rd	4th
-----	-----	-----	-----

5th	6th	7th	8th
-----	-----	-----	-----

Blankets

Brand _____

Compressible Regular Ground surface