

30 April 2025

## COMPLAINT PROTOCOL

- 1) This Complaint Protocol specifies the scope of documentation necessary to process a complaint regarding transport, quantity, or quality defects.
- 2) Identification data of the complained item and a verbal description of the complaint, common for filing a complaint regarding the defects mentioned in point 1:
  - a) Identification data of the complained item

delivery date	
customer name	
customer complaint no. (not required)	
subject of complaint	
invoice no. or WZ document no.	
type of item (sheets / reels)	
item code or item name	
grammage	
sheet format or reel width	
pallet no. or reel no.	
quantity delivered	
quantity complained about	

b) Description of complaint

A large, empty rectangular box with a thin black border, intended for the user to provide a detailed description of the complaint.

- 2) In order to file a complaint for a transport or quantity defect, the following documentation must be collected and sent to the Seller:
  - a) Data specified in the Complaint Protocol in point 2 subpoints a and b;
  - b) Delivery document (consignment note, CMR, WZ, or other delivery document) containing a note with a description of the defect, certified by the truck driver;
  - c) Photographic documentation justifying the claim, including each pallet or reel subject to the claim. The photographic documentation must document the reported defect;
  - d) Labels of pallets or reels subject to the claim (labels taken from pallets or reels or photographic documentation).
- 3) In order to file a complaint for a quality defect, the following documentation must be collected and sent to the Seller:
  - a) Data specified in the Complaint Protocol in point 2 subpoints a and b;
  - b) Photographic documentation justifying the claim, including the products, sheets, web, pallet, or reels subject to the claim. The photographic documentation must document the reported defect;
  - c) Depending on the advancement of the production process of the complained item, it is required to provide clean sheets and simultaneously printed/processed sheets or printed/processed samples in a minimum quantity of 10 pcs/each.
  - d) In the event of a defect related to the printing process, it is necessary to provide the information listed in the table below:

printing machine type	
ink type (manufacturer)	
type of rubber blanket	
dampening solution/pH/%alk.	
anti-set-off powder (quantity)	

- e) Documentation listed in the table (requirements are marked in green) or, if the defect is not listed in the table, samples adequate to the type of reported defect:

DOCUMENTS \ FAULT	out-of-squareness	blistering	sheet curling	cracking at folds / dusting on creases	ink drying	spots in paper / impurities	wrinkling / creasing	gloss	surface defects	runnability issues / printing difficulties	grammage	coating picking / delamination	post-print sheet deformation	dusting / linting	set-off	missing splice markers	strike-through	color deviation	color mottle / uneven ink coverage	damaged blankets	misregistration / dimensional instability	format discrepancies / size variations	
identification labels																							
printing sequence (color)																							
rubber blanket																							
sheet obverse and reverse marking																							
printing speed																							
ink manufacturer and type																							
dampening solution sample																							
single-color print sample																							
ink samples																							
type of printing equipment																							
dampening solution (pH, % alcohol)																							
drying temperature																							
environmental conditions in the production hall (temperature, humidity)																							
acclimatization time, temperature and humidity of the delivered raw material																							