

# SCHEDULE A – CUSTOMER COMPLAINT FORM

This complaint form helps us expedite the claims process. Feel free to use your own form if it includes all information requested below. Attach any photos or other evidence that can help us diagnosis and prevent the problem in the future. **If the client has personalized complaint sheet, it may be used if all the below information is present.**

## CUSTOMER

Customer Name
Sustana Sales Rep
Merchant Name
Contact
Phone
Email
End User
Contact
Phone

## STOCK

Product
Order #
Qty Shipped
Qty Rejected
Order #
Customer Complaint #
Invoice Number
Product
Order #

## COMPLAINT DESCRIPTION

## PICK-UP

Pick-up requested?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Address		
Qty Returned		
# of Rolls		
# of Sheets		
# of Cartons		
Total Weight		
Contact		

## PRESS

Digital Model:		
Offset Model:		
<b>Commercial</b>		
	Sheet Fed	Web
Dimensions		
Units		
Fountain Solution PH		
Conductivity		
Alcohol %		
Humidity controlled plant?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

## CLAIM

	Qty	\$	Sub-Total
Stock Cost			
Other Costs*			
Total Cost			
*Please describe the other costs included			

Signature

Date



## SCHEDULE C – EVIDENCE REQUIREMENTS CHECKLIST – WEB

WEB	Blanket / Plate Blinding Scumming Smashed Tinting Wear	Delivery Cracks Curl/ Waves Offset Tears	Drying Blistering Marking Offsetting Transit	Ink / Water Blinding Piling Scumming Tinting	Mottle Absorbion Surface Trap Water	Runnability Off Round Rolls Register Splices Web Breaks	Stability Baggy Rolls Delamination Wavy Wrinkles	Stock Linting Picking Piling
<b>Information required by Sustana</b> Sustana order, roll labels or roll label photos. Press type, speed (with all corrective action done including adjustments). Ink sequence, blanket type, press room conditions with temperature and RH %.	X	X	X	X	X	X	X	X
<b>Fountain Solution</b> Use sealable plastic container to gather samples of tap water and fountain solution. Record manufacturer, pH and conductivity levels present while defect occurred.		X	X	X	X			X
<b>Ink Samples</b> Collect 4-6oz of all 4/C and spot colors used. Place in a sealable plastic container labeled with manufacturer, ink and lot number. Please indicate the manufacturers tack specifications. Note color sequence.		X	X	X	X		X	X
<b>Original Defect on Printed Paper</b> Collect samples that clearly show evidence of the problem. Roll up 4 to 5 feet of stock from the same roll before and after defect. Place in a tube for protection.	X	X	X	X	X	X	X	X
<b>Oven/Chilling Information</b> Document press speed, length of oven, number of (units) and their respective temperatures. Also gather the chill rolls temperatures as well as the paper's surface temperature when leaving the oven.		X	X			X	X	
<b>Tape Pulls</b> Suspect materials have to be removed from the plate and blanket. Use clear adhesive to collect, then place on acetate. Please do not adhere tape pulls to paper. If slitter dust is suspected, wipe off the side of the skid with a black cloth and seal it in a plastic bag.	X			X				X
<b>Unprinted Paper</b> Gather 12 ft from the same roll presenting the defect. Write the roll ID on the sample. Do not fold the sample. Roll the paper and place it in a tube for protection.	X	X	X	X	X	X	X	X



## SCHEDULE B- EVIDENCE REQUIREMENTS CHECKLIST – SHEETFED

SHEETFED	Bindery Cracking Scoring Tearing	Blanket / Plate Blinding Scumming Smashed Tinting	Drying / Setting Ghosting Offsetting Rub	Mottle Absorbtion Surface Trap Water	Stability Baggy Delamination Wavy Wrinkles	Stock Linting Picking Piling
<b>Information required by Sustana</b> Sustana order, carton labels and/or carton label photos. Press type, speed (with all corrective action done including adjustments). Ink sequence, blanket type, press room conditions with temperature and RH %.	X	X	X	X	X	X
<b>Fountain Solution</b> Use sealable plastic container to gather samples of tap water and fountain solution. Record manufacturer, pH and conductivity levels present while defect occurred.		X	X	X		X
<b>Ink Samples</b> Collect 4-6 oz of all 4/C and spot colors used. Place in a sealable plastic container labeled with manufacturer, ink and lot number. Please indicate manufacturer tack specifications. Note color sequence.		X	X	X		X
<b>Original Defect on Printed Paper</b> Collect samples that show evidence of a problem. Assemble 10 to 12 consecutive sample sheets of the problem. Some samples of before and after the problem. Indicate or encircle the problem on the sheets. SHIP FLAT.	X	X	X	X	X	X
<b>Drying Information</b> UV or Conventional curring.		X	X	X	X	X
<b>Tape Pulls</b> Suspect materials have to be removed from the plate and blanket. Use clear adhesive to collect, then place on acetate. Please do not adhere tape pulls to paper. If slitter dust is suspected, wipe off the side of the skid with a black cloth and seal it in a plastic bag.						X
<b>Unprinted Paper</b> Gather at least 15 consecutive sheets of the same lot in question and keep stapled together for sequence. Please SHIP FLAT.	X	X	X	X	X	X

