CUSTOMER CLAIM FORM





Order Information	Contact Information
Customer ID#/Company	Customer Contact Name
Purchase Order # I	Phone
	Email
Check One: Evaluation Only (\$0 claim) Information Only (feedback)	Customer Reference #
Liability Claim	Credit Dollars Requested
Corrective Action Letter Needed?NY (If Yes, Roll Tag	g #'s Must Be Provided Below)
MRA Required?NY	
Description of Problem (Example: laminate wrinkles, near the core, 200' involved)	
What is the issue?	
When did it first occur?	
In what part of your process are you experiencing the issue?	
Please Attach Converted and Unconverted Samples To This Form Showing the Defect (width by 5-10 feet)	
Material Amounts (Material Quality Issues Only)	
# of Defective Rolls Roll Width	Defective Footage (FT) Roll Tag #
Attach Roll Tags Here	Billing or Material Claims
(Material Quality Issues Only)	(No Testing Required)
	Billing issues and other claims that do not require material samples, or can be captured in a photo:
	Roll Width Discrepancy: Photo of roll with ruler showing actual roll width and tag.
	Telescoped Rolls
	• Crushed Cores
	 Transit Damage: Must be submitted within 5 days of receipt of the shipment. Copy of the freight bill with notation of damage and photo of damaged goods required.
MATERIAL QUALITY ISSUES CHECK Control of Control of LIDC College Account # 576 73	Email completed form and supporting documents to:
SHIP Completed Form and Samples UPS Collect - Account # 576-73. To: Quality Manager, 3250 S. Ridge Rd., Green Bay, WI 54304	d61quality@gbp.com or fax to: 920-338-7022 or 920-455-1789