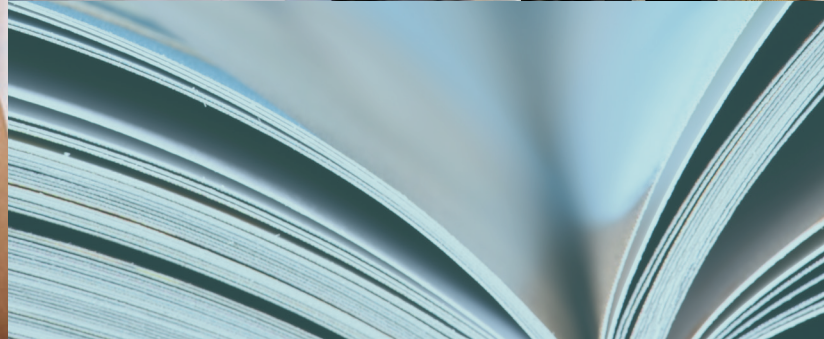


WILLAMETTE FALLS PAPER
Sales & Service Guide





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Overview

This guide covers information for Willamette Falls Paper Company. Our goal is to provide outstanding service to deliver the right paper solutions for your business. The Sales & Service guide was developed to help you find the information that you need, all in a simple and easy-to-use format. We hope that you find this to be a useful tool and look forward to assisting you with your paper needs.

ABOUT WILLAMETTE FALLS PAPER COMPANY

Located just outside of Portland, Oregon, Willamette Falls Paper Company is an independent manufacturer of coated free-sheet, uncoated, C1S, envelope and specialty papers. It is American owned and the oldest active paper mill and the only coated free-sheet manufacturer in the western United States. The high-quality Sonoma® and Capistrano® brands are well known and highly respected in the printing industry for their print quality and runnability. Willamette Falls Paper Company offers both FSC® certified and SFI® certified products, and the Nature Web® and Nature Plus® lines deliver environmentally sustainable papers with 10% to 30% PCW content. Willamette Falls Paper Company products are sold throughout North America and are used for high-end advertising materials, direct mail, magazines, catalogs, book publishing and packaging.



Willamette Falls Paper Company

4800 Mill Street
West Linn, Oregon 97068
833.966.1239
www.wfpaperco.com



Customer Service

At Willamette Falls Paper Company, we pride ourselves on reliable and personalized customer service. If you need information about our products, want to place an order or would like information about an existing order, our customer service team is available to assist you Monday through Friday 7am-5pm (PST).

Customer Service Department

833.966.1239

customerservice@wfpaperco.com

TECHNICAL SERVICE

We make every effort to ensure customer satisfaction with each order, but there is occasionally the need to return paper or receive some assistance when running on press. We have included a complete section in this publication to walk you through the claims process as well as some key numbers to call when you have a technical inquiry.

CLAIMS PROCESSING

Willamette Falls Paper Claims

During business hours, contact customer service at:

Phone: 833.966.1239

Email: customerservice@wfpaperco.com

For after hours assistance, please contact your sales representative.

Contact information can be found at www.wfpaperco.com/sales-and-service

Send completed Willamette Falls Paper claims packages to:

Attn: Claims Processing

Willamette Falls Paper Company

4800 Mill Street

West Linn, OR 97068



Samples

If you are interested in receiving samples of our papers, marketing brochures or commercially printed samples, please call or email customer service directly with your request.

We offer 8.5" x 11" & 12.5" x 19" plain paper samples. Printed samples will vary based on availability. If you need special sizes or expedited service, please call for assistance.

Phone: 833.966.1239

Email: customerservice@wfpaperco.com



Roll Size & Packaging

- Minimum Orders:** All grades are subject to minimum and trim requirements - please call for specific information
- Roll Width:** Min - 13"
(anything under 13" is subject to prior approval and upcharges)
Max - 72" on winders
On envelope grades, Min is 8.5" and is subject to prior approval and upcharges
- Outside Diameter:** 40", 45", 48"
- Roll Size Tolerances:** Plus 1/16"
- Standard Roll Wrap:** 13" - 23.5" - Two (2) per bundle
>23.5" - One (1) per bundle
Mill can wrap two (2) per bundle on rolls 25" or less.
Mill may wrap two (2), three (3) or four (4) per pack on smaller rolls sizes.
- Cores:** 3", 4", 5" and 6" capability



Machine Trim

All WFPC Machines - 134" to 144"

TOLERANCE – OVERRUNS / UNDERRUNS

The following percentages are considered industry standard as an allowable shipping tolerance for the completion of a manufactured item.

In a standard basis weight, finish and color:	Allowable shipping tolerance
1,000 to 1,999 lbs	Plus or minus 25%
2,000 to 4,999 lbs	Plus or minus 20%
5,000 to 9,999 lbs	Plus or minus 10%
10,000 to 39,999 lbs	Plus or minus 5%
40,000 lbs and over	Plus or minus 3%

In a non-standard basis weight, finish and/or color:	Allowable shipping tolerance
5,000 to 9,999 lbs	Plus or minus 20%
10,000 lbs and over	Plus or minus 10%



Returns & Warranty Policy

RETURNS

If the customer has a request for a return, customer service will categorize the return and direct the customer to the appropriate course of action. Returns can be classified as:

1. Quality complaint
2. Transit damage
3. Billing or service error
4. Customer error

For items 1-3, please refer to the claims section for information on how to process a return for these errors

Returns due to customer error can be made under the following conditions:

- All returns must be authorized by WFPC sales.
- Returns can be made for standard grades only (WFPC) and must be in saleable condition.
- Customers will be responsible for all freight charges for shipments to delivery location and return freight cost.
- All returns are subject to a \$20/cwt restocking fee.

WARRANTY STATEMENT

Willamette Falls Paper Company warrants that the material delivered hereunder shall be of its standard quality and that such material is adequately packaged and labeled. The foregoing warranties are exclusive and are in lieu of all other warranties (whether written, oral or implied) including warranty of fitness for a particular purpose. Willamette Falls Paper Company's liability, whether resulting from negligence or otherwise, shall not exceed the purchase price of the shipment or part thereof involved.

LAST DAY TO CANCEL (LDC)

Last day to cancel or change an order for Willamette Falls Paper is 21 days prior to shipment of the order.

SHIPPING POLICIES

Methods of shipment

Paper can be shipped intermodal, truck and rail. WFPC reserves the right to choose the most effective mode of transportation based on cost and scheduled delivery date.

Less than a truckload

Availability of less than truckload shipments is based on location and conditions. Please contact your sales representative for pricing.

Customer pick-ups and special requests are only available with prior approval from WFPC.



Customer Claims

CUSTOMER GUIDE FOR DOCUMENTING & SUBMITTING CLAIMS

At Willamette Falls Paper Company, we are committed to fully understanding and meeting our customer's needs. We achieve this by obtaining feedback from customers, carefully setting targets for key paper properties and developing systems to ensure that those targets are met consistently.

Our standard operating procedures include market-based specifications, continuous quality control testing and the use of statistical process control software to ensure the highest paper quality. We routinely provide our operators with feedback and encourage employees throughout our organization to meet customers in order to better understand their needs.

Nevertheless, we recognize technical difficulties may arise during printing, and we strive to provide our customers with the technical service necessary to work through the problems to a mutually beneficial resolution. This guide is intended to assist our customers through the claims submission process.

FOR GENERAL CLAIM INQUIRES OR TECHNICAL SERVICE

During Business Hours

7:00 AM - 5:00 PM Pacific Time

Contact Customer Service

After Hours

Please contact your sales representative via cell phone for after hours support.

WILLAMETTE FALLS PAPER CLAIMS PROCESSING

Phone: 833.966.1239

Email: customerservice@wfpaperco.com

Send completed claims packages to:

Claims Processing

Willamette Falls Paper Company

4800 Mill Street

West Linn, Oregon 97068

Complaint Process

STEP 1

Pressroom identifies suspected paper-related problem



STEP 2

Promptly notify Willamette Falls Paper Company
833.966.1239
customerservice@wfpaperco.com



STEP 3 & 4

Collect basic paper and press-related information



STEP 5

Collect materials that demonstrate the problem

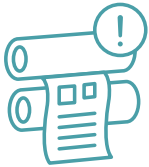


STEP 6

Submit the completed claim package to WFPC



If you suspect there is a problem with your paper



STEP 1

The pressroom suspects paper-related concern.



STEP 2

Notify Willamette Falls Paper Company using the contact information printed in this brochure. This is a critical step in the process—if we don't know there is a problem, we can't help you fix it! If you suspect a paper-related concern, notify WFPC immediately. Claims for lost press time will not be considered unless we are notified within 24 hours from the time of the initial problem and given an opportunity to assist in identifying alternative solutions. The printer will be responsible for any lost press time if they choose to continue on press without notifying a mill representative.

Please have as much of the information from steps 3 and 4 available when making your first phone call. This will enable Technical Service Rep (TSR) to more promptly respond to your concern.

If a merchant supplied the paper, the merchant may assist you in preparing and submitting the claim. However, the merchant is not authorized to determine fault or negotiate a settlement on behalf of WFPC.



STEP 3

Collect basic paper-related information:

- WFPC Order Number
- WFPC Roll/Tracking Number is REQUIRED
- Grade/Finish/Basis Weight
- Roll Size(s)
- Quantity ordered
- Quantity effected by problem



STEP 4

Collect basic press-related information:

- A description of the concern
- Apparent defect
- Condition of print job
- Downtime (if any)
- A description of the press
- Number of units
- Type of ink, plates, fountain solution
- Color sequence



STEP 5

Collect materials that demonstrate the concern.

Insufficient evidence will be considered a basis for rejecting a claim. Be sure to clearly mark defects and identify all sheets submitted. Mail samples flat if they will be evaluated for curl or surface wrinkles. Rolled samples are acceptable for other conditions and should be shipped in a mailing tube.

The following may be required:

- Printed and plain paper roll-up of competitive samples, if you're using them as a comparison
- Photos to show defect, if necessary

WFPC requires specific evidence to document certain types of print defects. The table on the following pages summarize these additional requirements.

The customer is responsible for submitting the samples and their information necessary to process the claim. However, if one of our Technical Service Representatives is given the opportunity to visit the pressroom, the TSR will help you investigate the root cause, determine options to resolve the concern, and collect the appropriate samples.



STEP 6

Submit your completed claim to WFPC using the appropriate claims contact address in this guide. Include a technical point of contact so that we may answer any unresolved concerns promptly.

Specific Evidence Requirements

All roll numbers and labeling evidence to their corresponding roll numbers are required with each claim.

DEFECT	EVIDENCE REQUIRED
Baggy rolls (or other roll condition)	<ul style="list-style-type: none"> • 12 printed samples • Plain paper roll-up (*see note) • Test strip from Schmidt Hardness Tester (if available)
Blanket damage	<ul style="list-style-type: none"> • Sample of damaged blanket • 12 samples before damage • 12 samples after damage
Blistering	<ul style="list-style-type: none"> • Plain paper roll-up (*see note) • 12 samples with defect • 12 samples without defect • Web exit temperature, speed • Make and length of dryer
Concealed damage	<ul style="list-style-type: none"> • Photographic evidence of outside wrapper & unwrapped roll
Contamination	<ul style="list-style-type: none"> • 12 printed samples showing the defect • Plain paper roll-up (*see note) • Tape pulls on clear acetate tape, showing debris from blanket or plate
Crushed cores	<ul style="list-style-type: none"> • Roll numbers • Photographic evidence of damage • Location, address of rolls and contact information for repairs • If available, signed BOL for damage by driver
Edge curl	<ul style="list-style-type: none"> • 12 printed and unprinted, unfolded sheets mailed flat
Ink or Paper Piling	<ul style="list-style-type: none"> • 12 printed samples showing the defect • Plain paper roll-up (*see note) • Samples of inks and fountain solution, with Safety Data Sheet • Photos of defect

Note: A minimum of ten (10) feet rolled up off the outside of the roll for each roll is required. Evidence should be sent in a mailing tube and be clean, wrinkle-free, and in good condition. Please do not fold plain paper samples.

Specific Evidence Requirements

All roll numbers and labeling evidence to their corresponding roll numbers are required with each claim.

DEFECT	EVIDENCE REQUIRED
Mottle	<ul style="list-style-type: none"> • 12 printed samples showing the defect • Plain paper roll-up (*see note) • Identify outside of roll on printed sample • Color sequence • Samples of inks and fountain solution, with Safety Data Sheet • Photos showing issue on the blankets or plates
Short shipments	<ul style="list-style-type: none"> • Copy of bill of lading or proof of delivery receipt signed by the driver with clarification of the shipping shortage (with missing roll number(s) noted) • Inventory receiving report
Slitter Dust, Picking, or Hickies	<ul style="list-style-type: none"> • 12 printed samples showing the defect • Plain paper roll-up (*see note) • Tape pulls are necessary to support claim • Tape pulls on clear acetate tape, showing debris from blanket or plate
Transit Damage	<ul style="list-style-type: none"> • Photographic evidence of damage and packaging of e-mail of a digital photo—preferably while the roll is still in the trailer. • Signed bill of lading or delivery receipt by driver for damage • Railroad inspection report or waiver • Copy of manifest (with damage noted)
Web Breaks	<ul style="list-style-type: none"> • Evidence of defect or sheet damage • Position of press where break occurred
Wrong size or mis-labeled rolls	<ul style="list-style-type: none"> • Bill of lading • Copy of roll label • Photo of roll showing measurement with tape measure or physical samples
Other	<ul style="list-style-type: none"> • Contact TSR for suggestions

Note: A minimum of ten (10) feet rolled up off the outside of the roll for each roll is required. Evidence should be sent in a mailing tube and be clean, wrinkle-free, and in good condition. Please do not fold plain paper samples.



Claim Resolution Policies

1. WFPC will respond to claims, including a decision on credit owed, within 4 weeks of receiving a complete claims submission from the customer.
2. WFPC will make every effort to replace defective paper as soon as possible. However, if WFPC cannot ship replacement paper in time to meet deadlines, WFPC will not be liable for additional costs incurred by the printer unless a written agreement has been negotiated prior to the printer continuing with the print job.
3. Shipment of standby or replacement paper does not obligate WFPC to validate the customer's claim. If the replacement paper prints without problems, then the original paper must be reprinted to confirm a problem. If the original paper then prints without a problem, WFPC will not accept the paper as a return.
4. WFPC reserves the right to assume ownership of any rejected paper on an approved claim and the disposition of such paper is at the discretion of the mill. A mill representative will provide written disposition instructions once a claim has been settled. Debits to WFPC covering rejected paper must be accompanied by a Bill of Lading consistent with the disposition instructions.

If the paper is to be scrapped or recycled, proof of the scrap value received must be provided. If no proof is provided WFPC will assume market price and will deduct the scrap value from the overall credit amount.

5. WFPC will not assume responsibility for continued use of a questionable product.
6. WFPC is not responsible for print defects related to faulty equipment, improperly operated equipment, or incompatibilities between inks, fountain solution, blankets and plates.
7. WFPC is not responsible for print defects related to fluting, which is dependent on several factors, including ink coverage and form layout.
8. The customer is responsible for choosing the appropriate paper for a given project. Assistance and advice from WFPC representatives does not imply warranty if the end-use of the paper selected exceeds the paper's design capabilities.
9. WFPC will not assume responsibility for print jobs that have been initially approved by the printer, but later rejected by an end user.



Claim Resolution Policies *CONTINUED*

- 10.** WFPC will not assume responsibility for blanket damage unless the customer documents that such damage was clearly paper-related. On justified claims, blankets will be replaced as new. Claims for installation or lost press time related to blanket changes will not be paid.
- 11.** Paper-related web breaks will be evaluated on an individual basis. In general, a roll can be rejected for two or more paper-related breaks if conclusive evidence is provided. Three or more paper-related breaks can result in a rejected roll if inconclusive, but supporting evidence is provided.
- 12.** WFPC will not assume liability for complaints associated with aging, such as loose cores, splice failures, shade deterioration, strength loss or changes in moisture after one year from delivery date.
- 13.** WFPC will not assume liability for converting problems, including cracking at the fold, cutter dust, static and wrinkles related to cutting, sheeting for folding operations. This includes in-line sheeter on sheetfed presses and bindery operations on heatset presses.
- 14.** WFPC will not assume responsibility for transit damage or carrier shortages. If all the appropriate evidence is provided as specified in the Specific Evidence Requirements table (see transit damage), then WFPC will assist the customer in submitting a claim to the appropriate shipping company when requested.
- 15.** WFPC will make every effort to meet acknowledged delivery dates. However, WFPC will not assume responsibility for additional costs incurred by the customer as a result of late delivery caused by conditions beyond our control.
- 16.** WFPC must receive notification within 12 weeks from the time of the paper related issue or transit claim led within 14 days in order to submit to the carrier in order to fully justify a claim. WFPC will not process transit claims of less than 200 lbs (or \$100 per shipment).



Claim Resolution Policies *CONTINUED*

CLAIM RESOLUTION POLICIES FOR SHEETER ROLLS

WFPC will honor claims (for white paper only, for specific roll only) for defects associated with papermaking operations provided evidence and documentation accompany each claim.

WFPC will not pay claims for:

- Converter machine time
- Added value of the paper incurred by the converter and/or printer
- Process waste (printed material)
- Registration or distortion problems when a customer prints short grain
- Additional shipping and handling costs
- Loss of image or plate blinding
- Trimming or distortion problems for paper cut from its original size
- Product used in a process for which it was not designed
- Continued use of a questionable product
- Slitter or dust problems associated with the converting process
- Wrinkles or marks related to the converting process
- Cracking at the fold
- Issues related to static
- Costs associated with replacement of blankets, plates and other consumables unless evidence indicates defect originated from the papermaking operation.
- Costs for defects that would normally be detected during sheeting inspection (including but not limited to, holes, splices, blade streaks, etc.)
- Costs for replacement paper including cost differential
- Credit for roll(s) other than defective roll(s) confirmed by WFPC

CLAIM RESOLUTION POLICIES 1 - 16 ALSO APPLY TO WFPC SHEETER ROLLS

Minimum evidence required for claims involving sheets:

- At least 20 consecutive sheets of printed and/or unprinted product
- Defect clearly indicated on samples
- Photographic evidence of defects associated with curl
- Copy of the skid label
- Not accepting transit claims of less than 200lbs., or \$100.00 in shipments.



Product Specifications

PRODUCT SPECIFICATIONS

All specifications are based on testing and measurement that we believe to be reliable and are intended for informational purposes and do not constitute a warranty. Purchasers should independently verify suitability for specific product use.

Caliper figures are an approximate single sheet measurement and may not be appropriate for lineal footage calculations.

Product specifications are based on Tappi brightness measurements.

Forestry Certifications

Willamette Falls Paper Company is committed to being an environmentally responsible paper manufacturer, producing a high-quality products while minimizing the overall impact to the environment. We recognize that many of our products are derived from a key renewable resource, wood fiber, and we support pulp suppliers who harvest their fiber supply in a sustainable way.

WILLAMETTE FALLS PAPER COMPANY

FSC® Certification

FSC certification is an indication that the wood used to make the paper comes from a forest which is well managed according to strict environmental, social and economic standards. FSC-certified forests have been independently inspected and evaluated according to the principles and criteria for forest management agreed and approved by the Forest Stewardship Council®. FSC is an international, non-profit association whose membership comprises environmental and social groups working in partnership to improve forest management worldwide. More information can be found at www.fscus.org.



The mark of
responsible forestry

Willamette Falls Paper FSC Certification SCS-COC-006935

Under the chain of custody credit system, FSC certification is available on all products by request. All labels are FSC MIX CREDIT.

SFI® Certification

Covering the US and Canada, the Sustainable Forestry Initiative (SFI®) program is an independent, non-profit organization with an internationally recognized forest management standard. The SFI system ensures that all certified wood and paper come from legal fiber sources, and forests are managed to a high standard.



Willamette Falls Paper SFI Certification SCS-SFI/COC-006935

Under the SFI chain of custody credit system, SFI certification is available on all products by request. Fiber used for these products is SFI-certified material as calculated under the volume credit method. More information can be found at www.sfiprogram.org.

Roll Identifier

NORTH AMERICAN ROLL IDENTIFIER (NARI)

Willamette Falls Paper Company

Examples of a WFPC Roll Number: WF13K0524299

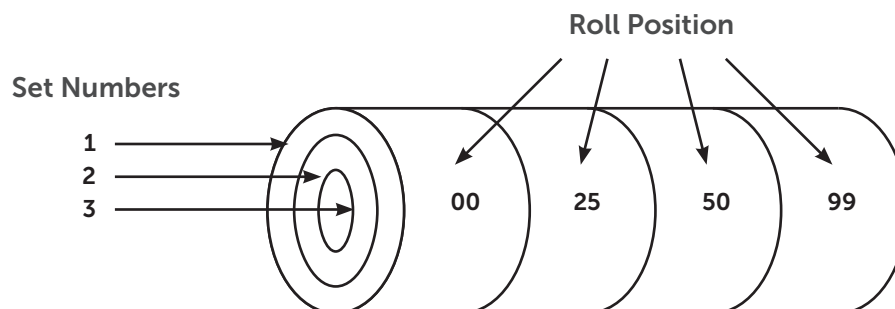
Mill	Machine	Year (Last Digit)	Month	Day	Reel of Day	Set	Position
WF	1	3	K	05	24	2	99

Explanation of Month:

- A - January
- B - February
- C - March
- D - April
- E - May
- F - June
- G - July
- H - August
- J - September
- K - October
- L - November
- M - December

Explanation of Position (last two digits):

The last two digits indicate the percentage of the distance from the front edge of the reel, where a particular roll starts. With the exception of a back roll, which is always a 99.



Mill Location



4800 Mill Street
West Linn, Oregon 97068
833.966.1239
www.wfpaperco.com