



**Get real-time  
stock source data  
at [IPpaper.com](http://IPpaper.com).**

Our sales policies are  
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## Commercial Printing & Imaging Papers Sales Policies & Manufacturing Practices

This document is intended to help answer the most common questions about our policies and practices and is not intended to be a complete listing of all policies, practices, up-charges, terms, etc. If you have questions or need more information, please contact your Customer Service or Sales Representatives.

Our capabilities and product offerings are periodically reviewed and updated. As such, these policies are subject to change without notice.

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### **How To Contact Us**

On-Line	IPpaper.com
Customer Service	800 301 5820 customer.service@ipaper.com
Sample Center	800 221 0809 IP.SampleCenter@ipaper.com
Transit Advantage	800 236 8412
Business Offices	901 419 9000 6400 Poplar Avenue Memphis, TN 38197

### **Definitions**

**Base Price:** The price based on quantity shipped and ship to location that is in effect at the time of the quoted shipping date, excluding any applicable up-charges.

**Buyer:** The firm or individual that is authorized to place orders with, and pay invoices to, International Paper. Also referred to as “you” or “your”.

**End User:** The actual user of the purchased product (i.e., printer, consumer).

**Grade:** Product of a single quality, brightness, whiteness, color, basis weight, and finish.

**Primary Facility:** The International Paper Mill or Distribution Center identified to be the customer’s primary source for a grade and typically based on geographic proximity.

**Invoice Price:** The Base Price, plus any applicable up-charges.

**Item:** Product of one grade, size, pack class, and packaging style. Also known as one ‘line item’ or ‘order item’.

**Last-Date-Of-Change (LDC):** Last date that changes can be made to an order. This date is provided with the order acknowledgement, and is subject to change without notice.

**Make-to-Order:** Make-to-order is any order for an item that is not a standard stock item. Making orders are accepted upon the terms and conditions listed herein and on the individual product pages of the International Paper Stock Source Book. Please consult your Customer Service Representative for situations not specifically addressed here.

**Make-to-Stock:** Make-to-Stock is a standard product stocked by IP and offered for sale to meet the needs of any customer. Orders are accepted upon the terms and conditions herein.

**Mill:** Actual production mill, converting facility, warehousing facility or third party logistics providers.

**Non-Standard Items:** Items not listed as standard items for each grade.

**Pool Truck:** A regularly scheduled truckload carrier that allows you to combine your less-than-truckload order with other local orders. The nature of the schedule does not allow our carriers to call ahead for appointments. Deliveries should be expected to be on schedule unless you are alerted to a delay by us or our carrier.

**Seller:** Referred to interchangeably with "International Paper". Also referred to as "we", "us", or "our".

**Standard Items:** Those sizes, weights, finishes, and colors which are listed as standard for each grade.

## Grade Classification

Throughout this document we use groups of products to conveniently communicate our policies. Here are our most common product groups:

### Imaging Products

**Commodity:** These are the "standard white" items, such as Hammermill® Tidal, Hammermill CopyPlus, Hammermill Great White®, HP® Office, HP Office Recycled, Relay MP, and related private label programs.

**Value Added:** Technicals (see below), Hammermill Fore® MP White & Colors, Hammermill Inkjet, HP Multipurpose, and HP Printing Paper.

### **Technicals:**

- Hammermill: Laser Print, Color Copy, Color Laser Gloss, Digital Gloss, Color Copy Gloss, and Bond/Writing
- HP: Color Laser, Bright White, Premium Choice LaserJet, Color InkJet, LaserJet, and All-in-One

### Printing & Bristols Products

**Commodity:** Williamsburg Offset and Reply Card, in rolls and sheets.

**Value Added:** All other printing grades, including Accent® Opaque, Carolina® Coated Cover, Springhill® Offset Colors, and Springhill Uncoated Bristols.

## Order Placement and Changes

All orders are accepted based on uniform conditions applying to all International Paper Merchants and the stated conditions within the International Paper sales

policies, and other amendments as communicated. International Paper does not accept orders subject to special conditions, which may be affixed to orders by means of printing, rubber stamps, typing, handwriting, or otherwise.

For registered users, orders may be placed at any time via International Paper's business specific web site (OrderIP.com). Orders may also be placed by e-mail, fax or by telephone during normal working hours. Electronic Data Interchange (EDI) or XML may also be available to integrate IP and customer systems. If an order is accepted, it will be confirmed via an order acknowledged that is available to be sent via mail, fax, e-mail, and in some cases EDI. It is the customer's responsibility to verify the accuracy of all information contained in the order acknowledgements.

All commitments and agreements to sell or deliver are made with the understanding that no liability is assumed for failure to fulfill due to an act of God, strikes, flood, fire, accidents, war, inadequate supply of labor or any materials, government demands or priorities, transportation delays or other conditions beyond the control of International Paper. Quantities so affected may be eliminated from the amount ordered at the discretion of the party affected without liability and International Paper may allocate its available supply among its purchasers, including its divisions, but the order shall remain otherwise unaffected.

All quotations are subject to buyer assuming all taxes or charges of any nature imposed by any local, State, or Federal governmental authority which shall become payable by reason of the sale or delivery of seller's products.

When ordering product from International Paper, please give complete information regarding grade, finish, color, basis weight, size, grain direction, quantity, packing, stenciling, and delivery instructions. This also includes any special service and product requirements or specifications and any special pricing information. Confirm in writing all telephone orders or changes, and verify the accuracy of written confirmations sent by us to you.

### **Order Changes**

When placing a make order, please be sure to confirm all details of the order as shown on the confirmation. Make Orders and orders for stock items that must be manufactured to fulfill an order can generally not be changed or cancelled after 5:00 PM in the customer's local time zone on the Last-Date-of-Change (LDC). When we are able to process a change after the LDC, a \$500 fee will be added to the order. The LDC is available at the time your order is confirmed and is subject to change without notice. Contact your

International Paper Customer Service or Sales Representative for more information.

Orders for special service programs are considered firm at the time of order entry. Examples include Carolina Quick Turnaround (QTA) orders, and the Springhill Eight-In-Eight program.

Changes can be made to Stock Orders up until noon CST, two business days prior to the planned ship date. After this time they are considered firm. This means that an order that is scheduled to ship on Thursday can be changed as late as noon CST on Tuesday. When we are able to process a change past this point, a \$500 fee will be added to the order. The only exception to this is for orders subject to special service programs. Please contact your Customer Service Representative to confirm the final date to make changes to your order. Likewise, backorders for stock items cannot be cancelled without approval from International Paper.

Upon your request, we may be able to place stock items on hold as we await your order. Items on hold, however, cannot be held past the end of the business day, and may be removed from hold if needed to satisfy other order requests.

#### **Return of Paper to Mill**

All returns to International Paper require prior approval. Please call us for an authorization. Only unopened, stock items in good condition that can be resold may be returned, and then only with prior authorization. Make-To-Order and stock items that are manufactured to meet a specific order cannot be returned. Facilities receiving a return must prepare in advance to handle these special requests; unauthorized returns will be refused. Please call your International Paper Customer Service Representative, who will make the return arrangements for you. We will typically allow a return that meets these requirements and is completed within 90 days of the original invoice. International Paper will work closely with a Merchant to correct any Mill errors and ensure satisfaction. We will take back any item(s) shipped due to Mill error as long as they are returned in sealed, saleable condition.

When a Merchant chooses to return an International Paper stock item, and the return is not caused by Mill error, there will be a restocking charge. This charge will be calculated at the rate of \$15/cwt or \$300, whichever is greater, to cover handling, inspection, and reconditioning. In addition, the Merchant will be responsible for both the outbound and return freight. Credit will be given for the original invoiced price of the returned paper, less any unsaleable product and any

applicable restocking and service charges.

#### **Pricing**

Possession of our product list by any person or firm is not to be construed as an offer to sell.

Prices and up-charges are subject to change. If a firm price quote is required, please consult your International Paper Pricing Coordinator.

#### **Discount Terms**

Orders are typically invoiced on the day of shipment.

The standard cash discount is 2% for payment in full within 20 days of the invoice date, net amount due after 21 days. Converter sales and merchant-broker sales will earn a 1% cash discount under these conditions.

Customer accounts in good standing can choose to "batch" pay: invoices up to the 15th of a month may be combined and paid on or before the 28th of the same month, while invoices after the 15th may be paid on or before the 13th of the following month.

All prices quoted are assumed to be base prices that will then change up or down with up-charges or discounts.

#### **Billing Practices**

All sheets are billed on a nominal weight basis. Stock rolls are billed on a gross basis (including wrappers, cores and plugs).

All prices must be authorized by International Paper. Price quotations will be good for no more than 30 days from the date of the quote, unless otherwise agreed. Any questions about your order, product availability, or similar topics should be referred to your International Paper Customer Service representative. Customers can also check the status of orders via International Paper's web page OrderIP.com. International Paper is not responsible for the accuracy or completeness of any information obtained from any source other than an authorized International Paper representative.

Orders will be invoiced at the price in effect on the quoted ship date, plus any applicable up-charges, less any freight allowance. This "basic billing price" then becomes the amount from which any trade discounts or selling commissions are calculated. The net price of all of these adjustments is the price from which the cash discount is then determined.

Prices are subject to change without notice. Consult your International Paper Customer Service Representative for a firm quote when one is required. All orders are accepted subject to invoicing at prices prevailing at time of shipment.

**Common Up-Charges and Differentials**

For your convenience, our most common up-charges and differentials are shown below. These are subject to change without notice. Some services shown below require special approval before an order can be accepted.

“Support Sizes” refers to all cutsheet sheets (sheets less than 374 inches) except for unpunched 8 1/2 X 11”.

<b>Carolina</b>	
<b>Cartons</b>	
Folio	\$2/cwt above skids
Cartons on skids	\$1.50/cwt
Broken pallets	\$2/cwt
<b>Skids</b>	
Make Press Ready	\$3.00/cwt
Cartons on Skids	\$25/skid
<b>Rolls</b>	
17" or less	\$4.00/cwt
Rolls on pallets / skids (Poker chip)	\$25 per pallet/skid
Single wrap or bundled - 18" or less	\$.75/cwt
<b>Recycled Content</b>	
10% PCW C1S Lightweights	\$3/cwt
10% PCW C1S Blanks & C2S	\$5/cwt
<b>Cut-Off Sheet Length Upcharge</b>	
14" to < 20"	\$4.50/cwt
20" to < 25"	\$2.00/cwt
25" to < 56"	\$0.00
56" to < 61"	\$2.00/cwt
61" to < 78"	\$3.00/cwt

<b>Hammermill &amp; Office Papers</b>	
<b>Cartons</b>	
3HP	\$4/cwt
Support Sizes*	\$4/cwt
Cartons on skids	\$1.50/cwt

\*There is no up-charge for support sizes of Hammermill Technicals.

<b>Springhill Opaque Offset Colors</b>	
<b>Cartons</b>	
3HP & support sizes	\$3/cwt above 8 1/2 x 11
Cartons on skids	\$1.50/cwt
Broken pallets	\$2/cwt
<b>Skids</b>	
Make	\$2/cwt
Customized / Lightweight skids	\$1.50/cwt
<b>Rolls</b>	
Less than 17" to 11" (stock & make)	\$1.50/cwt
Less than 11" to 8" (stock & make)	\$2.50/cwt
Less than 8"	\$6.50/cwt
Rolls on pallets / skids (Poker chip)	\$1.50/cwt
Single wrap or bundled - 18" or less	\$.75/cwt

<b>Springhill Uncoated Bristols</b>	
<b>Cartons</b>	
3HP & support sizes	\$3/cwt above 8 1/2 x 11
Cartons on skids	\$1.50/cwt
Broken pallets	\$2/cwt
<b>Skids</b>	
Make	\$2/cwt
Customized / Lightweight skids	\$1.50/cwt
<b>Rolls</b>	
Less than 17" to 11"	\$1.50/cwt
Less than 11" to 8"	\$2.50/cwt
Less than 8"	\$6.50/cwt
Rolls on pallets / skids (Poker chip)	\$1.50/cwt
Single wrap or bundled - 18" or less	\$.75/cwt
<b>Color/Finish</b>	
Colors	\$4/cwt above white
Manila	\$.25/cwt below white

<b>Accent Opaque</b>	
<b>Cartons</b>	
Folio	\$1/cwt above skids
Digital: 8 1/2 x 11	\$3/cwt above skids
Digital: 3HP & support sizes	\$7/cwt above skids
Broken pallets	\$2/cwt
<b>Skids</b>	
Make	\$2/cwt above stock skids
Customized / Lightweight skids	\$1.50/cwt
Make less than 374 square inches	\$4/cwt above stock skids
<b>Rolls</b>	
Less than 17" to 11" (stock & make)	\$1.50/cwt
Less than 11" to 8" (stock & make)	\$2.50/cwt
Less than 8"	\$6.50/cwt
Rolls on pallets / skids (Poker chip)	\$1.50/cwt
Single wrap or bundled - 18" or less	\$.75/cwt
<b>Color/Finish</b>	
Warm White	\$1.50/cwt
Super Smooth / Lustre / Book	\$1/cwt
<b>Recycled Content</b>	
Per 10% PCW	\$2/cwt

<b>Williamsburg Offset and Return Postcard</b>	
<b>Cartons</b>	
Folio	\$1/cwt above skids
Digital: 8 1/2 x 11	\$3/cwt above skids
Digital: 3HP & support sizes	\$7/cwt above skids
Cartons on skids	\$1.50/cwt
Broken pallets	\$2/cwt
<b>Skids</b>	
Make Press Ready	\$3/cwt above stock skids
Make Standard Sized Skids	\$2/cwt above stock skids
Make less than 374 square inches	\$4/cwt above stock skids
<b>Rolls</b>	
Less than 17" to 11"(stock & make)	\$1.50/cwt
Less than 11" to 8" (stock & make)	\$2.50/cwt
Less than 8"	\$6.50/cwt
Rolls on pallets / skids (Poker chip)	\$1.50/cwt
Single wrap or bundled - 18" or less	\$.75/cwt
<b>Recycled Content</b>	
Per 10% PCW	\$2/cwt

## Shipments and Freight

### Full Truckload Shipments

A full truckload is generally defined as no less than 42,000 nominal pounds of sheeted product or 44,000 pounds of rolls, shipping from a single facility.

Full truckloads usually offer the best available dates for delivery of your order. They also incur no stop-off charges and generally ship full freight allowed to most markets. Multiple orders to a single destination can be combined from the same shipping facility to create a truckload.

Order quantities greater than truckload increments are treated as one or more full trucks plus a partial truck. The partial truck will be assessed a \$300 stop-off charge. The stop-off fee assessed on the partial truck will be waived for orders that are greater than 125,000 pounds and ship from a single location. If the order consists of more than a single partial shipment, each partial shipment past the first will be assessed a stop-off fee. The partial truckload portion of the order will require a wider delivery window than what we can generally provide on full truckload shipments.

### Pool Trucks

Pool trucks may be available from International Paper Mills and distribution centers into a specific market. For shipment, pool truck order minimums are 5,000 lbs.

All pool truck shipments to merchant warehouses are shipped full freight allowed, with no stop-off charge.

Pool truck shipments other than to a merchant warehouse will incur a \$300 stop-off charge.

### LTL and SOT

We will ship any order that is less than truckload quantity and where pool truck service is unavailable by LTL carrier via their standard terms of service or as a stop-off truck (SOT). Additional fees may apply for this service and will require a wider delivery window than what we can generally provide on full truckload shipments.

### Quick Turnaround (QTA) Service

QTA Service is available on Carolina<sup>®</sup> Coated Cover for less than truckload order quantities where all standard freight terms and conditions apply (see "Freight" section)

### Split Orders

Products will generally be sourced from the customer's designated Primary Facility. This will result in the best delivery option. In the event that a product is not available at the customer's Primary Facility (i.e. back-ordered), we will consider sourcing from secondary facilities which in some instances will require an up-charge. The Base Price may be impacted and applicable freight rules and fees will apply. Our Customer Service team will help identify the best way to plan an order.

### Back Orders

Back-ordered items will be consolidated for shipment with other product shipping into a geographic area or will ship in a regularly scheduled pool truck. Back-ordered items may be sourced from an alternate or multiple mills; however, shipment volumes from multiple facilities will not be accumulated for pricing purposes. If you request the back-ordered item(s) to ship via LTL, the order will be subject to the less-than-truckload stop-off charge based on the weight of the shipment (see "Freight" section). Make and stock orders may be accumulated for pricing volume discounts, however, it is the customer's responsibility to order the stock portion prior to the LDC associated with the make order.

### Freight Terms

Freight terms are F.O.B. the shipping facility, plus cartage house charges and any other surcharges, in addition to any stop-off charges incurred.

### Freight Charges

The customer is responsible for any detention or redelivery charges assessed in connection with a change in delivery requirements.

Lift gate service and requests for driver assistance with unloading or inside delivery will result in additional fees.

All orders that ship as less than 40,000 nominal pounds and not covered by our Pool Truck policy above will be assessed a \$300 stop-off fee.

**Transit Damage**

International Paper facilities use approved loading and bracing methods to ensure that your order arrives in prime condition. If a shipment is received in a damaged condition, it should be assumed to be transit damage and signed for as such. You can then use the Transit Advantage™ service which is available to file a claim with the carrier for you. A Transit Advantage™ agent may be reached at:

Phone: 800 236 8412  
 Fax: 800 236 8472  
 Email: transit.advantage@ipaper.com

Receiving and unloading all paper shipped is the customer's responsibility. International Paper will handle claims with carriers strictly as a service to our customers. This service does not relieve our customers of compliance with Federal Interstate Commerce Commission rules and regulations regarding shipment of product.

**Make-To-Order**

**Order Minimums**

Subject to trim and accumulation requirements, the following make-to-order minimums will apply:

Item	Value Added	Commodity
Folio sheets on skids	5,000 lbs.	10,000 lbs.
Rolls	5,000 lbs.	10,000 lbs.
Carolina QTA	1,000 lbs	

**Order Changes**

Orders are considered firm and can generally not be changed after the Last Date of Change (LDC). When we are able to process a change after the LDC, a \$500 fee will be added to the order. The LDC is available at the time your order is confirmed and is subject to change without notice.

Orders for special service programs are considered firm at the time of order entry. Examples include Carolina Quick Turnaround (QTA) orders, and the Springhill Eight-In-Eight program.

Orders will be shipped upon completion of the manufacturing process or as agreed to at the time an order is accepted and confirmed. Requests to delay shipment are generally not possible. If shipment is delayed or refused, additional fees will apply. This may include the immediate invoicing of the product and fees for storage and handling.

**Other Key Information**

Special orders for sheets of less than 374 square inches (for instance, less than a 17" x 22" sheet) can cause interruptions in production. These orders will be accepted if the facility has capabilities to produce the requested small size, but will carry a "small sheet size" up-charge of \$4.00/cwt and require product line approval. Please call for availability.

**Special making cartons:** A minimum order size is defined as one full truckload per item, and order acceptance requires International Paper product line management approval. Orders accepted will incur the following up-charges over similar stock items:

- Folio cartons: \$3.00/cwt
- Cutsite cartons: \$4.00/cwt

**Hole Punching:** Special making punched items are available in standard sheet size and alignment only. Hole punch diameter is 5/16".

**QTA Service:** QTA Service is available on Carolina Coated Cover for orders that are less than a truckload and require quick turnaround. Order minimums are 1,000 lbs. and are priced per QTA pricing guidelines.

**Make-To-Stock**

**Order Minimums**

The minimum total order quantity for stock items is 5,000 pounds.

**Minimum Line Item Order Quantity**

Item	Printing & Bristols Value Added	Imaging Value Added	Commodity
Cut-size Cartons	1 Carton	8 Cartons	Full Pallet
Folio Cartons	1 Carton	4 Cartons	Full Pallet
Folio Skids	1 Skid	N/A	1 Skid
Rolls	1 Bundle	1 Bundle	1 Bundle

## Order Changes

Changes can be made to an order up until noon CST, two business days prior to the planned ship date. This means that an order that is scheduled to ship on Thursday can be changed as late as noon CST on Tuesday. The only exception to this is for orders subject to special service programs. Please contact your Customer Service Representative to confirm the final date to make changes to your order.

Orders for stock items that must be manufactured to fulfill an order cannot be changed or cancelled after 5:00 PM in the customer's local time zone on the Last-Date-of-Change (LDC).

Orders will be shipped and invoiced as agreed to at the time an order is accepted and confirmed. Requests to delay shipment are generally not possible. If shipment is delayed or refused, additional fees will apply. This may include the immediate invoicing of the product and fees for storage and handling.

## Broken Pallet Charges

On grades where broken pallets are available, there will be a charge of \$2.00 per cwt for that portion of the order line that is ordered in increments other than full pallet quantities. This applies to quantities of both less than and more than a full pallet quantity. On Hammermill Technical items the \$2 per cwt charge for a broken pallet will not apply.

## Custom Services and Sizes

### Customized Skids

A customized skid is one that requires a lighter stack of paper, a modified skid base, or both, from our standard skid product offering. Our standard for special skids is a minimum of 2,000 lbs., and we will produce as low as 1,000 lbs. upon request under this policy. These special skids carry an up-charge of \$3.00 per cwt for Carolina and \$1.50 per cwt for other products. We do not offer customized skids below 1,000 lbs.

### Special Pallets

Customer-specified pallets (such as CHEP, UN, etc.) may be available. If so, they carry an up-charge of \$1.50 per cwt except for Carolina grades which carry an up-charge of \$25 per pallet.

### Cartons or Rolls on Skids

Cartons on skids, rolls on skids, or rolls on pallets (stacked "poker chip" and stretch-wrapped for stability) carry an up-charge of \$1.50 per cwt except for Carolina

grades which carry an up-charge of \$25 per pallet or skid.

## Other Loading Options

Other loading requests such as loading rolls into trailers either single stacked or in rolling position may be possible depending on the capabilities of the shipping facility. Where possible, these requests will incur a \$3 per cwt up-charge.

## Manufacturing Capabilities and Tolerances

**Basis Weight:** Variation of +/- 5% from the stated nominal weight is considered normal.

**Roll Diameter:** A 2" range is normal. Either +/- 1", or within 2" if stated "not less than \_\_\_\_" or "not greater than \_\_\_\_" is considered acceptable.

**Length and Width:** A 1/16" range is normal for either roll width or sheet dimensions. This will be either +/- 1/32", or 1/16" in one direction if specified on the order to not go under or over. Due to the inherent challenges with sheeting thick products such as Carolina and Springhill Uncoated Bristols, a tolerance of +/- 1/16" is considered within tolerance for length and +1/16" - 0" for width.

**Linear Footage:** A range of +/- 600' of paper web is considered acceptable tolerance for orders specifying linear footage. Not all products can be ordered in this manner. Please call for availability.

**Splices:** Splices are butt splices taped on each side with repulpable, heat-resistant tape. Splices will not be made within one inch of the outside of the roll, within two inches of the core, or within one inch of each other (except on rolls with linear footage specified).

Rolls of 40" diameter or less will have not more than 3 splices; rolls with a diameter greater than 40" will not have more than four splices.

**Overruns and Underruns:** On special making orders the following order tolerances will apply:

Order Size	Tolerances
Less than 5,000 lbs.	+/- 20% or 1 unit (roll, skid, etc.)
5,000 to 9,999 lbs.	+/- 10%
10,000 to 39,999 lbs.	+/- 5%
40,000 lbs. & up	+/- 3%

When the order is entered with a “not greater than” or “not less than” requirement, the tolerance to the allowable side will be twice this stated magnitude:

We reserve the right to ship one partial skid per line item on make skid orders provided that the total weight is within the stated shipping tolerance.

## **Claims and Credits**

### **Product Warranty and Limitation of Liability**

International Paper products are guaranteed against defects in quality. When defects in paper quality are confirmed, the paper will be replaced or a credit will be issued to the customer for claims processed in accordance with the procedures contained in these guidelines. Claims against International Paper for sub-standard paper will be considered only if reported immediately and the paper held so that it may be inspected before being used. Claims must be filed within six months of shipment from our warehouse; our liability for such claims will not exceed the purchase price of the paper in question.

**International Paper makes no warranties of any kind, either express or implied, by fact or by law, other than its obligation to deliver goods of seller's standard quality. Seller makes not warranties of fitness for a particular purpose or warranty of merchantability.**

### **INTERNATIONAL PAPER WILL NOT BE RESPONSIBLE FOR THE FOLLOWING:**

1. Press time or other costs incurred in processing defective or questionable stock.
2. Any decision which may result in excess cost unless we are a party to that decision.
3. Problems relating to trimmer dust, off-size, scuffing, etc., if the stock has been cut or trimmed after it leaves the mill. This exclusion also includes in-plant or on-press converting.
4. Any special product specification or product requirement that was not communicated at time of order entry.

### **Late Deliveries**

Due to the uncertainties associated with the manufacture and shipment of our products, International Paper cannot assume financial responsibility for additional costs resulting from a missed ready date of a late delivery. Requested shipping and/or delivery dates noted on our acknowledgements are not guaranteed. However, we will make every effort to deliver as requested and to

minimize disruption caused by a delay.

### **Grade Selection**

Grade selection is the responsibility of the Merchant, the printer, and/or the end consumer. We cannot assume responsibility for inadequate production performance when a grade or weight of paper is not suitable for the end use for which it has been selected. Upon request International Paper representatives will assist by offering advice on grade selection.

### **Claim Procedure**

When investigating complaints, as much of the following information should be obtained as quickly as possible and passed on immediately to your International Paper representative.

1. International Paper order number
2. Printer or user
3. Identification of the item(s) involved, including grade, basis weight, grain direction, IP stock item number, and the full production code (from the side of the carton or the roll or skid label).
4. Type of printing technology being employed at the time of complaint.
5. Exact nature of the problem. What were the 'symptoms' of the problem?
6. Where in the process did the problem occur? (What press unit, where in the copier, etc.)
7. If on a printing press, what was the color sequence being run?
8. What are the make, size, and number of units on the press? What about the dampening system?
9. Details of other process equipment, if germane to the problem (scoring, folding, perfining, etc.)
10. If the problem is wave or curl, what is the relative humidity and temperature inside and outside, how long since the paper was brought in from a truck? Since unwrapped?

All complaints must be accompanied by adequate paper samples and other evidence to substantiate the claim. Upon determination of a quality defect, we will replace the paper, if desired, and facilitate the disposition of the substandard paper. No paper will be accepted at the Mill if returned without prior authorization.

## **Thank You For Doing Business With International Paper.**

*HP is a registered trademark of Hewlett-Packard Company and is used by International Paper on license from Hewlett-Packard Company.*