
TEMBEC PAPER GROUP - CLAIMS HANDLING CHECKLIST

Claims Handling Checklist

When submitting a claim, please make sure to include all items on the checklist below.

All claims are handled according to the Tembec Paper Group Claims Handling Policies and Guidelines. The detailed Claims Handling Policies and Guidelines can be viewed [here](#).

Required Documents

- Detailed description of the problem
- Detailed description of the production process (printing and finishing)
- Detailed Statement of Charges (including weight, number of problematic rolls or sheets, press rate, press time, cost of each blanket)
- Pertinent Samples and Evidence Identifying Defective Board (roll numbers or skid numbers, printed/unprinted samples, photographs of problematic product, tape pulls and blankets, etc...)
- All relevant product, order and shipment identification information such as:
 - grade information
 - purchase order number/invoice number
 - roll/skid numbers
 - mill order number
 - skid/roll label
 - detailed shipping manifest

All material must be sent via courier to:

Tembec Paperboard Group
C/O AMJ Campbell
Attn: Ann-Marie Gagne
400 Carmichael Drive
North Bay, Ontario
Canada
P1B 8G2

1 800 411-7011
kallima.com