

**Rayonier A.M Canada G.P.**

**Paperboard Mill Book**



## Section 1 – Paperboard

### Company Background

Rayonier Advanced Materials is a global manufacturer of high-purity cellulose, high-yield pulp, paperboard, lumber, and newsprint. An established company with 90 years' experience as a leading supplier of High Purity Cellulose products, the addition of Tembec in November 2017, represented the opening of another new chapter for Rayonier Advanced Materials. With 4,200 employees worldwide, an expanded product offering, increased innovation and an even larger geographic footprint, Rayonier Advanced Materials strives to deliver and respond to an ever-evolving global market and increasingly diverse customer base.

Our paperboard products are manufactured in Temiscaming, Quebec. The mill started up in 1990, focusing primarily on lightweight coated board and striving to produce a high-quality, fully bleached coated paperboard.

Kallima®'s product lines are used in commercial printing, publishing, prestige packaging, high-impact graphic corrugated containers, point-of-purchase displays and are distributed throughout North America and abroad.

The products manufactured and distributed from our Temiscaming mill are the result of the proper management of nearly 25 million acres (10 million hectares) of Canadian forestlands in keeping with responsible forest management practices, allowing us to have earned Forest Stewardship Council® (FSC®) Certification for all our direct-managed forests.

### Our Mission

Our goal is to produce and market paperboard products that make us our customers' preferred supplier, focusing on continuous improvement of our processes, products and services.

For more information regarding RYAM Paperboard and products, please visit: [kallimapaper.com](http://kallimapaper.com)

## Section 2 – Contacts

### Sales & Marketing Office

4 Place Ville-Marie, Suite 100

Montreal, Quebec, H3B 2E7

Canada

Phone: 514-871-0137

Fax: 514-397-0896 (general inquiries)

Fax: 514-871-9125 (sales & customer service)

Email: [samples.paperboard@rayonieram.com](mailto:samples.paperboard@rayonieram.com)

Inside Sales Customer Service

1-800-411-7011

Website

[kallimapaper.com](http://kallimapaper.com)

## Section 3 – Paperboard Machine Description/Quality Features

### 3.1 Paperboard Machine

Our manufacturing process is unique in North America and designed to provide our customers with a product that meets the highest quality standards while being environmentally friendly. The unique combination of elements in our process includes the pulp furnishes, stock preparation, fourdriniers, dryers, coating system, winder and finishing equipment.

RYAM Paperboard's exclusive combination of pulps includes softwood and hardwood kraft and high yield pulp. Our high yield pulp is TCF or Totally Chlorine-Free. Each pulp is selected for its specific unique properties that, when combined with other pulps, produce a product with greater flexibility while not compromising performance or quality.

The four different stock preparation lines can process four different pulps plus broke providing the mill with greater product diversification. These separate preparation lines allow increased refinement and treat each pulp or pulp mixture separately to enhance the characteristics of the board.

Three separate fourdriniers enable the mill to optimize the fiber mix and selectively place the required fibers in each of the three plies to achieve the desired performance characteristics.

Three on-machine blade coaters provide the capability to develop and manufacture products to meet a broad range of printing and converting requirements.

The heart of the machine are the order fulfillment and computer control systems. These systems integrate all management and control functions. The control system continuously monitors over 8,000 variables on the machine to ensure the highest quality standards are met.

### 3.2 General Information

- Valmet fourdrinier board machine, manufactured in Tampere, Finland
- Length: 690 feet (230 meters)
- Maximum trim width: 175.5 inches (446 centimeters)
- Maximum drive speed: 1,640 feet/minute (500 meters/minute)

### 3.3 Quality Features

RYAM Paperboard is proud of its quality leadership and achievements. The first bleached paperboard mill in North America to achieve ISO 9001 certification, this assures customers that our operations fall within the rigorous requirements of a quality assurance system that meets the highest global standards.

Incorporating quality into every aspect of its business, including design of its machine, its products, the production process, and overall management, RYAM Paperboard maintains a continuous improvement program that aims to continually examine, scrutinize and improve all procedures and production practices.

A computer control system provides continuous monitoring of the manufacturing processes and performs statistical analysis of key quality specifications. Upon customer request, a quality certificate can be provided with requested test parameters for each set of rolls manufactured.

## Section 4 – Grade Information

### 4.1 Kallima® FSC® Certified Products

Purchasing Kallima® products further demonstrate your commitment to the environment and the future of the planet for generations to come. RYAM is committed to utilizing standards developed by the Forest Stewardship Council® (FSC®) regarding responsible forest management. The Forest Stewardship Council® is a global, not-for-profit organization dedicated to the promotion of responsible forest management worldwide. FSC® defines standards based on agreed principles for responsible forest stewardship that are supported by environmental, social and economic stakeholders. To learn more, visit [www.fsc.org](http://www.fsc.org)

The standards help ensure that our forests are managed in an environmentally appropriate way, and in a manner that provides economic and social value to the local community. Forest certification is one way that RYAM Paperboard demonstrates a real commitment to the environment. Forest certification is a voluntary mechanism where a third-party organization audits company performance in the forest and along the fiber sourcing supply chain against detailed standards developed by the FSC®. Kallima® products with an FSC® label\*, provides assurance that the paperboard that you use comes from a well-managed forest; protecting clean water, wildlife habitat and recreation.

Contact Inside Sales for more details on Kallima® FSC® (C017431) - certified grades.

\*Kallima® on-product FSC label



### 4.2 FDA

RYAM Paperboard products are FDA compliant for dry food contact.

### 4.3 Stock List Specification

Please visit <https://kallimapaper.com/> the latest Stock List Specifications

#### 4.4 Kallima® Paperboard Product Lines

Please visit <http://kallimapaper.com/products/> for the latest Kallima® Paperboard product line descriptions and specifications

### Section 5 – Production Guidelines

#### 5.1 Establishing Manufacturing Runs

The manufacturing of non-standard grades/calipers is subject to accumulation. Accordingly, should all orders for the given grade/caliper not meet the tonnage threshold for manufacturing of non-standard grades/calipers, then the order will remain pending and unaccepted until such threshold is met. Acceptance of the order will occur and be notified when a production run is scheduled, at which time the delivery date will be confirmed.

Please contact our Inside Sales Department for details on our grades and production cycles. Minimum required production – 88 short tons (80 metric tonnes) per caliper / 220 short tons (200 metric tonnes) per grade family.

#### 5.2 Recycled Content

Contact our Inside Sales Department for information regarding recycled content. 10% recycled content is subject to a minimum order of 22 short tons (20 metric tonnes) and an upcharge.

#### 5.3 Maximum Machine Trim (Deckle)

The maximum deckle on all virgin and recycled grades and calipers is 175.5" (446 cm).

#### 5.4 Roll Specifications

Maximum splices/roll: 2

Splices will not be produced within 1" (2.54 cm) of the top of the roll; within 2" (5.08 cm) of the core; or within 2" (5.08 cm) of each other.

4" (10.16 cm) repulpable tape is used for splices.

Rolls are marked on their sides in red to indicate the location of the splice.

#### 5.5 Roll Widths

Roll widths are subject to the standards in 5.7 and to the following restrictions:

	Deckle	
	Inches	cm
Minimum Width	11.8	30
Maximum Width - Truck	99	251.46
Maximum Width - Rail	104.5	265.43

Width tolerance: Minus 0 to plus 1/16" (0.16 cm)

Diameter tolerance: 0 over, 2" (5.08 cm) under

Diameter to width ratios:

40" (101.6 cm) diameter rolls cannot be less than 11.8" (29.97 cm) wide

50" (127 cm) diameter rolls cannot be less than 12.5" (31.75 cm) wide

60" (152.4 cm) diameter rolls cannot be less than 15" (38.1 cm) wide

70" (177.8 cm) diameter rolls cannot be less than 19" (48.26 cm) wide

### 5.6 Standard Roll Diameters and Core Sizes

	OD/Core	
	Inches	cm
Kallima® Coated Cover C1S	60"/12"	152.4/30.48
Kallima® Coated Cover C1S Plus	60"/12"	152.4/30.48
Kallima® Coated Cover C2S	60"/12"	152.4/30.48
Kallima® Folding	60"/12"	152.4/30.48
Kallima® Litholam	60"/12"	152.4/30.48

Orders for above grades requiring a non-standard core or diameter must self-trim and require 7 days notice.

Core plugs may be made of wood and/or compressed wood.

Minimum roll diameter is 40" (101.6 cm).

Width tolerance of core: 1/4" (635 mm) inside, 1/8" (318 mm) outside.

For more information, consult our Inside Sales Representatives.

### 5.7 Roll Weights

Roll Diameter	Maximum Weight
60" (152.4 cm) or less	7,500 lbs (3,402 kg) *
Over 60" (152.4 cm)	7,050 lbs (3,198 kg)

\*Applies to all rail and Canadian truck shipments. Maximum roll weight for US truck shipments is 7,000 lb (3,176 kg).

### 5.8 Roll Packaging

Paperboard's standard rolls are double wrapped with 0.02 poly stretch wrap. Each roll has a corrugated water-resistant header placed against the roll face. Tails on rolls are taped prior to wrapping.

- 40" (101.6 cm) and 50" (127 cm) diameter rolls in widths from 11.8 to 15.9" (29.97 to 40.38 cm) will be bundle wrapped 3/pkg.
- 40" (101.6 cm) and 50" (127 cm) diameter rolls in widths from 16 to 25" (40.64 to 63.5 cm) will be bundle wrapped 2/pkg.
- 60" (152.4 cm) and 70" (177.8 cm) diameter rolls in widths from 15 to 25" (38.1 to 63.5 cm) will be bundle wrapped 2/pkg.

## 5.9 Roll Labelling

- Description
- Customer Purchase Order
- Mill Order Number
- Width
- Diameter
- Core Diameter
- Caliper
- Lineal
- Area
- Number of splices, if applicable
- Basis Weight
- Gross Weight
- Four Peel Off Code 39 symbology Bar Codes (containing Roll #)
- Roll Number
- Number of rolls in package
- Partner roll number when multiple packed
- Winding Instructions (coat side in or out)
- Short ID Number

Example of roll label (FSC)

The image shows a roll label for Kallima paper. At the top, the Kallima logo is displayed in black text next to a red stylized logo consisting of three overlapping shapes. Below the logo is a barcode. The label contains several fields for product information, including:

- Customer Purchase Order
- Mill Order Number
- Width
- Diameter
- Core Diameter
- Caliper
- Lineal
- Area
- Number of splices, if applicable
- Basis Weight
- Gross Weight
- Four Peel Off Code 39 symbology Bar Codes (containing Roll #)
- Roll Number
- Number of rolls in package
- Partner roll number when multiple packed
- Winding Instructions (coat side in or out)
- Short ID Number

At the bottom of the label, there is a section for FSC (Forest Stewardship Council) certification, including the Rayonier logo and the text "FABRIQUÉ AU CANADA MADE IN CANADA HECHO EN CANADA" and the website "www.kallimapaper.com".

## 5.10 Roll Numbering System

Paperboard's roll numbering system is based on a 9-character designation.

- An example of a roll no. would be 19F02263J

1	Paper machine #1
9	Year 2019
F	Month June
02	2 <sup>nd</sup> day of the month
26	Master Reel #26 of the day
3	Third set (cut from master reel)
J	Roll position

The first digit represents the paper machine, the second represents the year and the third letter represents the month based on a rotating cycle.

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

The next two digits represent the day of the month. The sixth and seventh digits represent the "master reel" from which the roll was cut.

The eighth digit represents the set from within the master reel. Depending on the diameter of the roll, it can range from 1 to 7. The larger the number the closer to the core of the master reel the roll was cut.



The final letter refers to the position across the machine with “A” being the front side of the machine and “S” being the back side. The letters “I” and “O” are not used.

- Example of roll position

# Rolls/Set	Identification		
2	A		S
3	A	J	S
4	A B		R S
5	A B	J	R S
6	A B C		Q R S
7	A B C	J	Q R S
8	A B C D		P Q R S
9	A B C D	J	P Q R S
10	A B C D E		N P Q R S
11	A B C D E	J	N P Q R S
12	A B C D E F		M N P Q R S

### 5.11 Skid Packaging

- Making size sheets are packaged on 2-way entry skids constructed from new wood.
- Minimum clearance is 29” (73.65 cm) between runners. Smaller clearance available upon request.
- Stock sheet sizes (19” x 25” and 20” x 26”) or (48.26 cm x 63.5 cm and 50.8 cm x 66.03 cm) are packaged 2 tiers on one base.
- Other stock sheet sizes are packaged on press ready skids (1 tier of 40” (101.59 cm) max of paper on one base of 5” (12.7 cm) max).
- Make size sheets are packaged on skids. In cases where sheets are packaged on 2 bases, the bases will be tied together with tie boards.
- Digital sheet sizes are packaged as multi-tiers on 2-way entry skids.
- It is recommended that the height of a skid from the floor does not exceed 54” (137.15 cm), therefore, a maximum of 48” (121.87 cm) of paper is advised.
- To calculate the height of a skid:  
Caliper / 1000 X # sheets. For example:  
 $10 / 1000 \times 4000 = 40''$  of paperboard + 1” (2.54 cm) wood top + 5” (12.7 cm) wood base = 46” (116.83 cm) total height of packaged skid.
- The maximum weight for a finished skid should not exceed 2,500 lb (1,134 kg).

### 5.12 Sheet Carton Packaging

- Cartons are packaged on 4-way entry pallets constructed from new wood.
- Pallets containing 11 cartons are packaged 1 tier on one base.
- Pallets containing 14 cartons are packaged 2 tiers on one base.
- Pallets containing digital size cartons are packaged as multi-tiers on one base.

### 5.13 Skid and Pallet Labelling

The following information is detailed on the label:

- Customer Order Number (Make orders only)
- Customer Name (Make orders only)
- Mill Order Number
- Consignee Name (Make orders only)
- Grade Description
- Stencil Markings (Make orders only)
- Caliper
- Basis Weight
- “M” Weight
- Sheet Size
- Number of Sheets
- Gross Weight
- Net Weight (nominal)
- Roll Number(s)
- Date sheeted
- Skid Number
- Stock Number

Example of skid label

<h1>kallima</h1>			
<small>CUSTOMER NAME / NOM DU CLIENT / NOMBRE DEL CLIENTE</small>	<small>CUSTOMER ORDER NUMBER / COMMANDE DU CLIENT / NOMBRE DE PEDIDO DEL CLIENTE</small>	<small>JOB NUMBER / NUMERO DE TRAVAIL / NUMERO DE TRABAJO</small>	<small>CONSIGNEE NAME / NOM DU CONSIGNATAIRE / NOMBRE DEL CONSIGNATARIO</small>
		<b>MCC004 39</b>	
<small>GRADE / DESCRIPTION / CALIDAD</small>	<small>CAL. PPR / EPAISSEUR / ESPESOR</small>	<small>BASIS WEIGHT / GRAMMADE / PESO DE LA RESMA DE PAPEL</small>	<small>MS-WEIGHT / PO DS-MS / PFRQ-MS</small>
<b>KALLIMA CC C1S FSC</b>	<b>8 PT</b>	<b>34.4 lbs/MSF</b>	<b>113</b>
<small>NET WEIGHT / POIDS NET / PFRQ NETO</small>	<small>SHEET SIZE / DIMENSION / TAMANO</small>		<small>NET WEIGHT / POIDS NET / PFRQ NETO</small>
	<b>19 X 25 in</b>		<b>1,356 lbs</b>
<small>STENCIL MARKINGS / MARQUES DE POCHON / MARCAS DE TROQUEL</small>	<small>NUMBER OF SHEETS / NOMBRE DE FEUILLES / NUMERO DE HOJAS</small>	<small>GROSS WEIGHT / POIDS BRUT / PESO DE LA RESMA</small>	
	<b>12,000</b>	<b>1,396 lbs</b>	
<small>SKID NUMBER / NUMERO DE PLATEAU / NUMERO TRONCOS</small>	<small>ROLL NUMBER / NUMERO DE ROULEAU / NUMERO DE ROLLO</small>	<small>STOCK NUMBER / NUMERO D'INVENTAIRE / NUMERO DE INVENTARIO</small>	<small>DATE / FECHA</small>
<b>C8C14675</b> 		<b>C1081925L</b>	
<small>Matériaux innovants</small> <b>RAYONIER</b> <small>Advanced Materials</small>		<b>kallimapaper.com</b> <small>MADE IN CANADA FABRIQUÉ AU CANADA HECHO EN CANADA</small>	<small>MDK</small> <small>Papier från ansvariga källor</small> <small>Papel aus de fuentes responsables</small> <small>Papel documenta de fontes responsáveis</small> <small>FSC® C017431</small>

## 5.14 Carton Label

The following information is detailed on the label:

- Grade Description
- Stock Number
- Caliper
- Sheet Size
- “M” Weight
- Number of Sheets
- Roll Number(s)
- Bar Code

<b>COATED COVER C1S</b> 10 pt 28 x 40 306 M 350 SHEETS / FEUILLES / HOJAS	 MDX Papier from responsible sources Papier issu de sources responsables Papel procedente de fuentes responsables FSC® C017431	PRODUCT / PRODUIT / PRODUCTO #  C 1 1 0 2 8 4 0 C
	Roll # / No. de Rouleau / Número de Rollo <b>19D28123A</b>	

<b>COATED COVER C2S</b> 10 pt 28 x 40 349 M 350 SHEETS / FEUILLES / HOJAS	 MDX Papier from responsible sources Papier issu de sources responsables Papel procedente de fuentes responsables FSC® C017431	PRODUCT / PRODUIT / PRODUCTO #  C 2 1 0 2 8 4 0 C
	Roll # / No. de Rouleau / Número de Rollo <b>19E02201J</b>	

## Section 6 – General Terms and Conditions of Sale

Each order acknowledgement and each invoice are subject to the following general terms and conditions of sale (“Terms and Conditions”). All prices and terms are in accordance with the current sale practices of Rayonier A.M. Canada G.P., a general partnership, and hereinafter referred to as the “Seller”, and are subject to change without notice. The Buyer shall be identified as the recipient of the Seller’s order acknowledgement (hereinafter “Buyer”).

### 6.1 Acceptance of Order

Orders and quotations are subject to acceptance by the Seller. The Seller assumes no responsibility for orders that are not accepted and acknowledged in writing. All verbal orders must be confirmed during normal working hours by written purchase order sent via fax or email to Rayonier A.M. Canada G.P. – Paperboard’s Inside Sales Department prior to production and remain subject to acceptance and acknowledgement in writing by the Seller.

No modification or addition to the Terms and Conditions shall be effected by the acknowledgment or acceptance by Seller of any purchase order, acknowledgment, release or other forms submitted by the Buyer containing other or different terms or conditions inconsistent with or in addition to those set forth in these Terms and Conditions and any such other, inconsistent or different terms or conditions will be void and of no effect. THE SELLER HEREBY OBJECTS TO AND EXPRESSLY REJECTS ANY SUCH ADDITIONAL OR INCONSISTENT TERMS

AND CONDITIONS. It is the Buyer's responsibility to review the Seller's order acknowledgement upon receipt and report any discrepancies in writing to the Seller prior to manufacture (within 24 hours of receipt).

The selection of the proper grade to meet end-use requirements is the responsibility of the Buyer. The Seller assumes no obligation or liability for damages, liability, cost and expenses arising out of or related to such end-use requirements.

The manufacturing of non-standard grades/calipers is subject to accumulation. Accordingly, should all orders for the given grade/caliper not meet the tonnage threshold for manufacturing of non-standard order acknowledgement for non-standard grades/calipers, these orders will remain unaccepted and non binding on the Seller until such time they are accepted, which acceptance may occur and notification given when a production run is scheduled, at which time the delivery date will be confirmed.

## 6.2 Delivery

Unless specific instructions to the contrary are supplied by the Buyer, all packaging and methods and routes of shipment will be selected by the Seller. Seller reserves the right to ship the goods in any order and to make partial shipments. The Seller shall use reasonable efforts to meet requested delivery dates and shall not be liable for delivery that is delayed by up to six (6) days. In any event, Seller shall not be liable for late deliveries occurring because of failure of the designated carrier to pick up, transport and deliver on time. All shipping dates are approximate only.

The Seller may, without incurring liability to the Buyer, comply with any federal, provincial, state or municipal statutes, laws or ordinances and any regulations, allocations, rulings, orders, demands, requisitions, priorities or policies of governmental authority, agency or agent notwithstanding that total or partial disability to make delivery in accordance with provisions of the agreement to sell may arise from such compliance.

## 6.3 Terms and Conditions of Sale

- 6.3.1 This instrument supersedes all previous communications suggesting additional or different terms. It represents the final understandings of the parties and may be amended or cancelled only by written agreement of both parties. Acceptance is conditional on these Terms and Conditions and no order shall have any force or effect until acknowledged in writing by the Seller. No terms of any order shall be effective to alter or add to these conditions of sale, and the Buyer's receipt of any portion of the goods shall constitute acceptance of all terms and conditions of sale unless the Buyer immediately rejects all such goods.

- 6.3.2 Prices may be increased from time to time to reflect increases in Seller's cost of doing business resulting from laws or regulations or to reflect increases in freight rates, charges, classifications or other manufacturing costs.
- 6.3.3 The title to and ownership rights of all goods shall remain with the Seller at the Buyer's risk until amounts due to the Seller from the Buyer or to any assignee of the payments to be made are paid in full at which time all ownership rights and absolute title shall pass to the Buyer. The Buyer agrees to be liable, after delivery pursuant to the order confirmation, for all loss or damage to the goods, however caused.
- 6.3.4 All risks of loss or damage to goods shipped hereunder shall pass to the Buyer upon delivery thereof to the Buyer, his designated agent, or to a carrier and consigned to the Buyer or his order, whichever occurs first, from the very moment when the said goods leave the Seller's site. Standard freight terms are CPT (Carriage Paid to Destination) with freight allowance limited to a maximum of US \$60/st plus any other surcharges, in addition to any stop-off charges incurred.
- 6.3.5 Based on industry tolerances, order line items\* are subject to overruns and underruns:
- Up to 4,999 lb (2,268 kg) will be subject to a variance of +/-20% or 1 unit (roll/skid/etc.)
  - 5,000 lb. to 9,999 lb (2,269 kg to 4,536 kg) will be subject to a variance of +/-10%.
  - 10,000 lb. to 39,999 lb (4,537 kg to 18,148 kg) will be subject to a variance of +/-5%.
  - 40,000 lb (18,149 kg) and up will be subject to a variance of +/-3%.

Unless otherwise specified, caliper and basis weight are subject to industry tolerance +/-5%. Variations in color of material supplied by the Seller shall be governed by standard rules of paper mills furnishing materials. Shades and colors will be duplicated as nearly as possible, but exact duplication is not warranted.

\*Order line item = 1 grade, 1 caliper, 1 size, 1 packaging style

- 6.3.6 The Seller expressly warrants that:
- a. It will convey good title to the goods, free of all liens except only those arising from this transaction or other conduct of the Buyer.
  - b. The goods will conform to the description and specifications incorporated herein within the guidelines established herein.

**THIS IS THE SELLER'S SOLE WARRANTY. THE SELLER MAKES NO OTHER WARRANTY OF ANY KIND WHATSOEVER, EXPRESS OR IMPLIED. ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED BY THE SELLER AND EXCLUDED.**

**6.3.7** No claim shall be allowable after the goods have been processed in any manner, and claims on account of defect in quality, or loss of, damage to, or shortage in quantity of, the goods shall be deemed to be waived by Buyer unless (i) made in writing and sent within thirty (30) days from the date of receipt at destination, and (ii) Seller shall have been given a period of thirty (30) days following receipt of such notice from Buyer to inspect and investigate such goods. Buyer shall follow and abide by the **Claims Handling Policies and Guidelines** and the **Transport Damage Claims** provided respectively in Sections 9 and 10 below, as applicable. No action, regardless of form, arising out of the sale or delivery of goods hereunder, may be commenced more than one (1) year after the cause of action has occurred.

In keeping with the course of performance and dealing, usage of the trade, and the accepted practice of the Seller, if a claim is made with respect to the quality of the goods delivered, the Seller may, at its option, replace the faulty goods at its own expense or grant to the Buyer a rebate on the invoiced price, but is not otherwise liable to pay compensation of damages of any kind because of the defect. Notwithstanding anything to the contrary herein, Buyer's exclusive remedy and Seller's total liability whether in contract, tort, civil liability, strict liability or otherwise for any claim arising under this Agreement shall in no event exceed the amount of Seller's invoice for the goods that is the subject of the claim or, if the claim does not relate to specific goods shipment, the amount of the average of the last three (3) Seller's invoices. If any shipment of goods delivered hereunder is the subject of a claim by the Buyer, the Buyer shall nevertheless properly store and insure the same against all casualties pending disposition of such claim.

**EXCEPT FOR THE 2-HOUR LIMIT AND CUSTOMER LIABILITY PROVIDED IN SECTION 9.3 BELOW, IN NO EVENT SHALL THE SELLER BE LIABLE TO THE BUYER FOR SPECIAL, INDIRECT, CONSEQUENTIAL OR PUNITIVE DAMAGES (INCLUDING LOSS OF BUSINESS OR PROFIT) ARISING IN CONNECTION WITH THE GOODS SOLD HEREUNDER EVEN IF THE SELLER HAS BEEN ADVISED OR HAS NOTICE OF THE POSSIBILITY OF SUCH DAMAGE.**

**6.3.8** Each shipment of goods shall constitute a separate and distinct sale, and any default by the Buyer in ordering, accepting or paying for any shipment shall not affect the Seller's right to insist upon full performance of the Buyer's obligations hereunder and to stop shipments until all such defaults are made good. The

Seller may, at its option, treat such defaults as a final refusal of the Buyer to accept further shipments.

- 6.3.9 In the event the goods are manufactured and/or printed in accordance with specifications provided by the Buyer, the Buyer agrees to indemnify the Seller against all claims, losses, liabilities, and damages, to defend the Seller against claims and legal actions, and to pay all claims, judgements, awards, costs, expenses, including attorneys' fees, which the Seller may incur or become liable to pay arising out of any claim of patent, trademark or copyright infringement, as well as any claim of non-compliance with packaging or labelling laws or regulations, notwithstanding that the Seller may have been consulted as to or have performed art or design work or other services in connection with this transaction.
- 6.3.10 The Seller shall not be liable for any delay or failure of performance hereunder due, to any contingency beyond its reasonable control, including an act of God, war, terrorist activity, mobilization, insurrection, rebellion, civil commotion, riot, act of an extremist or public enemy, sabotage, labor dispute, lockout, strike, explosion, fire, flood, storm, accident, drought, equipment failure, power failure, inability to obtain suitable or sufficient labor or material, delay of carrier, embargo, law, ordinance, rule or regulation, whether valid or invalid, including but not limited to priority, requisition, allocation or price control, or other cause beyond its reasonable control. Similarly, the Buyer shall not be liable for failure to take delivery of goods for any of the above causes beyond the Buyer's control if it renders it impossible for the Buyer to receive or use the goods. When only a part of the Seller's or the Buyer's capacity to perform is excused under this paragraph, the Seller or the Buyer must allocate production, deliveries, or receipt of deliveries among various customers or suppliers then under contract for similar goods during the period when the Buyer or the Seller is unable to perform. The allocation must be affected in a commercially fair and equitable manner. When either the Seller or the Buyer claims an excuse for non-performance under this paragraph, it must give notice in writing to the other party and indicate the nature and expected duration of the force majeure event. When an allocation has been made, notice of the estimated quota made available for the Buyer or the Seller must be given. The Seller shall not be obligated to sell, nor shall the Buyer be obligated to purchase, at a later date, that portion of the goods which the Seller is unable to deliver, or the Buyer is unable to receive or use because of any of the aforementioned causes beyond the control of the parties. No goods are to be tendered by the Seller after the expiration of the time specified herein without the consent of the Buyer. Notwithstanding the above, goods purchased hereunder which are either completed or in process at the time of notice must be accepted by the Buyer. A force majeure event does not relieve a party from liability for an obligation which arose before the occurrence of that event, nor does that event affect the

obligation to pay money in a timely manner which matured prior to the occurrence of that event.

Delays in securing the Buyer's approval of necessary specifications may, at the option of the Seller, extend the date of delivery.

- 6.3.11 When goods are to be exported, the Buyer shall furnish with each order all Consular and Customs declarations and licenses and shall accept all responsibility for penalties resulting from errors or omissions thereon.
- 6.3.12 After ninety (90) days from the ready date of goods sold hereunder, in the absence of agreed shipping dates, the Seller shall have the right to invoice the Buyer for such goods and shall also have the option of either shipping such goods to the Buyer or invoicing the Buyer for the storage charges at the rate of one and one-half percent (1.5%) per month of the selling price of such goods held in inventory.
- 6.3.13 Should litigation be commenced by the Seller to recover the purchase price of the goods sold hereunder, the Buyer agrees to pay to the Seller all costs of collection and litigation incurred by the Seller, including reasonable attorneys' fees and expenses, for the services of counsel to collect payment for said goods. In addition, in any dispute of any kind in which the Seller is required to initiate litigation, or to defend litigation, the Seller will be entitled to recover all attorneys' fees and expenses.
- 6.3.14 Any assignment by the Buyer of this Agreement or any right hereunder or any cause of action arising hereunder without prior written consent of the Seller shall be void. If majority ownership or control of the Buyer, or the mill to which goods are delivered under this Agreement, is transferred to interests other than those presently possessing ownership or control, the Seller shall have the option of cancelling this Agreement and requiring immediate payment of the invoices for all goods previously shipped and unpaid. Seller may assign any and all of its rights and obligations hereunder without consent.
- 6.3.15 Any notice, request or communication hereunder shall, except where otherwise explicitly provided, be in writing and may be given by either party to the other by fax or email at the address written in the order confirmation or to such other address as may be substituted by written notice from either party to the other. Notices so given shall be deemed for all purposes hereof to have been reviewed by the party to whom addressed within two (2) days after the receipt thereof.
- 6.3.16 If any clause, phrase or provision of these Terms and Conditions is held by a court of competent jurisdiction to be illegal, void or unenforceable in any jurisdiction, such provision shall be of no force and effect as to that jurisdiction,



but the illegality or unenforceability of such provision shall have no effect upon and shall not impair the enforceability of any other provision of this Agreement, which shall remain in full force and effect.

**6.3.17** No waiver of any of the provisions of this Agreement shall be deemed to constitute a waiver of any other provisions (whether or not similar) nor shall such waiver constitute a continuing waiver unless otherwise expressly provided in a writing duly executed by the Party to be bound thereby.

**6.3.18** Venue; Governing Law: All disputes and matters arising under, in connection with, or incidental to this Agreement shall be litigated, if at all, in and before the courts of the judicial district of Montreal to the exclusion of other courts or venues. The Parties expressly consent to the exclusive jurisdiction of this court and agree that this venue is convenient and not to seek a change of venue or to dismiss the action on the grounds of forum non conveniens. This agreement shall be governed by and interpreted and construed in accordance with the laws of the province of Quebec and the laws of Canada applicable therein without regard to its conflict of laws provision. THE UNITED NATIONS CONVENTION ON CONTRACTS FOR THE INTERNATIONAL SALE OF GOODS IS EXCLUDED AND SHALL NOT APPLY TO THIS AGREEMENT.

#### **6.4 General Terms of Payment**

Unless otherwise indicated, the Seller's general terms of payment are 1% 10, net 30 days from date of invoice, on the amount invoiced after deduction of freight allowance. To be eligible for the discount, the Seller must receive payment no later than the 10<sup>th</sup> day after the invoice date.

#### **6.5 Default**

If the Buyer is in default of payment, the Seller has the right to immediately withhold deliveries until payment is made, cancel any outstanding purchase orders and terminate the master agreement with effect fourteen (14) days after giving notice, if the payment has then still not reached the Seller. In addition, the Seller shall be entitled to interest on each sum defaulted on at the rate of five percent (5%) above the official discount rate or the official minimum lending rate as appropriate to the country of the Buyer. When the price is payable in a currency other than that of the Seller's country, the Seller is also entitled to compensation if the rate of exchange is less favourable to him on the day of delayed payment than it was on the last day when payment was due. In the case of the instalment agreements such cancellation applies to the balance of the agreement including, as the Seller so elects, the shipment for which the Buyer is in default of payment.

Should the Buyer become insolvent or go into liquidation or have a receiver appointed or otherwise be found by Seller to be in such financial position that it may reasonably be assumed that Buyer will not be able to fulfill his obligations, the Seller shall have the right to suspend credit, cancel any unfilled orders and/or decline to make further deliveries

except upon receipt, before shipment, of payment in cash or satisfactory security for such payment, and require immediate payment of the price of all goods previously shipped, and unpaid, whether due or not, in addition to Seller's other rights at law or hereunder.

## **6.6 Pricing Policy**

All orders are subject to credit review at any time prior to shipment. Any credit extended to the Buyer hereunder shall be subject to the Seller's normal credit standards and approval procedures in effect from time to time, and upon request the Buyer shall provide the Seller with enough information for the Seller to evaluate the Buyer's financial condition.

Prices and upcharges are subject to change without notice.

All orders are subject to invoicing at the price prevailing at the time of shipment plus any applicable upcharges.

Selling prices for orders are generally as follows: \$/cwt, \$/msf, \$/ton, \$/100m<sup>2</sup>. Standard freight terms are: CPT (Carriage Paid to Destination) with freight allowance limited to a maximum of US \$60/st.

All orders received after a price increase announcement date but shipped before the effective date of a price increase, will be invoiced at the old price. This is conditional to the Seller being physically able to accept the orders for manufacture and shipment prior to the effective date of a price increase. Orders that cannot be accepted for shipment prior to the effective date of a price increase will be subject to the new price. This policy applies to all new orders and outstanding quotations made prior to the announcement of a price increase. Quotations (price and delivery) are valid for twenty-four (24) hours.

In addition to the price for the goods, the Buyer shall pay to the Seller an amount equal to all taxes and other charges imposed by any government agency or authority, whether by present or future enactment, upon the manufacture, sale, shipment, delivery or use of the goods sold hereunder, which amounts shall be paid at the same time as the invoice for the goods concerned is payable.

Payment terms may be changed at any time with or without prior notice and are those in effect at time of shipment. Any invoice not paid when due shall be subject to a late charge of two percent (2%) per month or portion thereof.

## **6.7 Invoice Weight**

Rolls are billed at net weight. Sheets are billed at nominal basis weight based on actual sheet size and sheet count.

## **6.8 Remittance Information**

Refer to the "Remit to" section of the Rayonier A.M. Canada G.P. invoices.

For information regarding Electronic ACH payment, Fedwire or Wire Transfer, contact your Inside Sales Representative.

## Section 7 – INQUIRY, ORDER AND CLAIM PROCEDURES

All inquiries and purchase orders should be addressed to:

**Rayonier A.M. Canada G.P.**

4 Place Ville-Marie, Suite 100  
Montreal, Québec, Canada H3B 2E7  
Tel: 800-411-7011  
Fax: 514-871-9125  
[www.kallimapaper.com](http://www.kallimapaper.com)

### 7.1 Written Confirmation of Orders Required

Order specifications given verbally must be confirmed during normal working hours by written purchase order sent via fax or email to the RYAM Paperboard's Inside Sales Department prior to order entry. RYAM Paperboard reserves the right to refuse any claims resulting from failure to meet specifications that have not been confirmed by written purchase order by the customer.

### 7.2 Order Change / Last Date of Change (LDC)

The Last Date of Change (LDC) to an existing order is available at the time of the order confirmation and is subject to change without notice. Existing orders may be changed or cancelled prior to the LDC but the quantity may not be increased unless approved by the Seller. Order changes or cancellations must be confirmed by written purchase order. Contact RYAM's Inside Sales Department for more information.

#### 7.2.1 Making Orders

Orders are considered firm at the time of order entry and cannot generally be changed or cancelled after 5:00 pm (Eastern Time) on the Last Date of Change. If a change is required after the LDC has passed and is approved by the Seller in its sole discretion, a \$500 fee will be added to the order.

Notwithstanding anything to the contrary herein, once the manufacturing process has begun, changes or cancellations to orders cannot be accepted.

#### 7.2.2 Stock Orders

Changes can be made to a stock order up until 12:00 noon (Eastern Time), 3 business days prior to the planned ship date. After this time, stock orders are considered firm. If a change past this point can be processed and is approved by the Seller, a \$500 fee will be added to the order.

#### 7.2.3 Special Service Programs

Orders for special service programs are considered firm at the time of order entry and cannot be changed or cancelled.

### 7.3 Order Delivery Dates

Quotations (price and delivery) are valid for 24 hours. If an order is not placed within 24 hours of quotation, a new price and/or delivery date must be requested.

#### **7.4 Mill Inventory**

Inventory items can be reserved with a purchase order until 5:00 pm (Eastern Time) the same day.

#### **7.5 Cut-off Time for Stock Items**

Orders for stock items (skids, cartons) entered before 12:00 noon (Eastern Time) can generally be shipped within 48 hours.

#### **7.6 Trade Tolerances for Overruns and Underruns**

Quantities shipped on order line items\* will be kept as close as possible to those ordered, subject to the following variations:

- Up to 4,999 lb. (2,268 kg) will be subject to a variance of +/-20% or 1 unit (roll/skid/etc.)
- 5,000 lb. to 9,999 lb. (2,269 kg to 4,536 kg) will be subject to a variance of +/-10%.
- 10,000 lb. to 39,999 lb. (4,537 kg to 18,148 kg) will be subject to a variance of +/-5%.
- 40,000 lb. (18,149 kg) and up will be subject to a variance of +/-3%.

\*Order Line Items = 1 grade, 1 caliper, 1 size, 1 packaging style.

### **Section 8 – Pricing and Upcharges**

#### **8. [Rolls](#)**

Upcharges may apply for non-standard core sizes and diameters.

#### [Sheets](#)

Contact Customer Service for carton and broken pallet upcharges.

#### **8.1 Freight Terms and Freight Charges**

##### **8.1.1 Freight Terms**

Standard freight terms are per Section 6.3.4 of the Terms and Conditions above.

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

##### **8.1.2 Freight Charges**

A stop-off charge will be applicable for any shipment less than 40,000 lb. (18,149 kg) and will be quoted at time of order. Less than truckload (LTL) orders require a wider delivery window than full truckload shipments.

Order quantities greater than truckload increments are treated as one or more full trucks plus a partial truck.

A requested change in delivery requirements may result in detention or redelivery charges.

Freight charges for deliveries west of Denver, CO, and Winnipeg, MB will be applicable.

Special delivery requirements will be quoted on a case per case basis.

## Section 9 – Claims Handling Policies and Guidelines

RYAM Paperboard makes every effort to produce quality products through advanced technology and rigid quality control standards. This policy applies to prime board sales only.

If an issue occurs in the printing or converting process, a judgement of responsibility must be made cooperatively between the customer, RYAM Paperboard and other pressroom suppliers.

If this issue is attributed to a RYAM Paperboard product, it is our objective to resolve the problem promptly, equitably and amicably within 30 days of receipt of the written claim.

The customer will prepare and submit to RYAM Paperboard by email a detailed shipping manifest depicting the grade, roll/skid numbers and individual weights to support the claim.

### 9.1 Notification

If the customer encounters a problem that is suspected to be paperboard-related and there is doubt that the finished product will be acceptable, **it is incumbent upon the customer to stop production and notify a RYAM Paperboard representative immediately by telephone.** It is the customer's decision to continue or curtail the converting operation (sheeting, printing, die cutting, scoring, laminating, gluing, foil stamping or embossing). **RYAM will not pay for subsequent loss if the customer continues to convert defective board without RYAM Paperboard's prior written consent.**

With respect to third party claims, a customer is not authorized to admit fault, commit RYAM Paperboard to settlement of a claim or bind RYAM Paperboard legally.

A customer, upon learning of a problem, should notify a RYAM Paperboard Account Manager or Inside Sales Representative by telephone.

A written claim must be submitted within 30 days. A claim will not be considered later than 30 days after the complaint has occurred without prior approval from RYAM Paperboard.

When submitting a claim, a detailed "Statement of Charges" including weight, number of rolls or sheets, roll numbers or skid numbers, press rate, press time and cost of each blanket, must be attached.

## **9.2 Evidence**

A RYAM Paperboard representative should be afforded the opportunity to visit the printing/converting operation, when necessary, and make a complete investigation. Unless the RYAM Paperboard representative can fully investigate the problem, we cannot form a judgement of responsibility and may be forced to deny the claim.

It is the primary responsibility of RYAM Paperboard's customers to promptly submit identified samples and other evidence representative of the problem. Evidence, such as tape pulls, inks, fountain solutions, blankets and printed/unprinted samples, etc., are necessary. The problem should be identified on the samples of the defective board.

The customer must submit the purchase order number, roll/skid numbers, mill order number, skid/roll label, detailed description of the problem and status of the order. A formal claim from the customer, including a detailed description of the problem, explanation of the procedures exercised to solve the problem and the results of tests performed must accompany the samples and other evidence.

Damaged blanket or plate claims for sheet-fed presses will be considered only when samples of the defective paper or foreign objects and 4 press sheets illustrating the damage are submitted with the full-size damaged plate or blanket.

## **9.3 Claims**

Claims for losses sustained by the customer, as judged by RYAM Paperboard to be reasonable and directly related to defective paperboard, will be honoured up to, but not exceeding, the original cost of the paperboard that is the subject of the claim. Registration of a complaint by a customer and acknowledgement that a problem exists by RYAM Paperboard does not constitute acceptance of responsibility for the problem or the claim.

Claims cannot be deducted from the original invoice. RYAM Paperboard will issue a credit invoice in settlement of approved claims.

ALL CLAIMS ARE SUBJECT TO THE LIMITATIONS OF LIABILITY PROVISIONS STIPULATED IN THE TERMS AND CONDITIONS SET FORTH IN SECTION 6 ABOVE. Without limiting the generality of the foregoing, RYAM Paperboard is not liable for:

- a) problems resulting from paperboard that has been trimmed or otherwise converted by the merchant or converter before printing.
- b) defects that occur as a direct result of press or converting equipment being operated under abnormal or inappropriate conditions;

RYAM Paperboard will arrange for removal of RYAM Paperboard authorized unopened defective product from the customer's floor upon receipt of the shipping manifest depicting roll/skid numbers.

Printed or opened product will be disposed of by the customer after settlement of the claim.

#### **9.4 Claims Processing Requirements**

When a paperboard problem is discovered, the customer should immediately contact a RYAM Paperboard Account Manager or Inside Sales Representative.

The customer should be prepared to provide the purchase order number, roll/skid numbers, mill order number, skid/roll label, a brief description of the problem and the status of the order.

The customer must stop processing the paperboard immediately, unless it has obtained prior written consent from RYAM Paperboard.

#### **9.5 2-Hour Limit and Customer Liability**

RYAM Paperboard will not assume liability for lost production or more than 2 hours of lost press time resulting from running defective paper. A customer who encounters defective paper and elects to continue to print or process the paper assumes responsibility for the cost of the paper and printing/converting.

#### **9.6 Proper Grade Selection**

The selection of the proper grade to meet end-use requirements is the responsibility of the customer.

RYAM Paperboard is not responsible for a problem or claim resulting from end-use requirements extending beyond the capabilities of the grade design.

RYAM Paperboard is pleased to give an opinion and supply information that might be helpful in the grade selection process when requested.

### **9.7 Paper Conditioning**

RYAM Paperboard takes great care to protect its products from adverse moisture conditions. Our products are protected with moisture repellent packaging.

RYAM Paperboard shall not be liable for printing or converting problems related to moisture imbalances or other poor environmental conditions at the customer's facility.

RYAM Paperboard shall not be liable for printing or converting problems caused by conditions where the relative humidity of the printing or converting plant is abnormally out of balance with the relative humidity of the paperboard. It is understood that RYAM Paperboard will provide paperboard with moisture content compatible with a pressroom maintained between 45% to 55% R.H. at 72°F.

After the skids or cartons have ample time to acclimate to the pressroom (reach temperature equilibrium), they should be unwrapped just before printing. Unprinted paperboard should be immediately rewrapped and sealed in plastic or in the original carton for future use.

After allowing time for drying and/or loads to cool, loads of printed material should be covered in plastic between processes to protect the paperboard against moisture absorption or loss.

### **9.8 Grain-Short Paper**

Printing grain-short on a sheet-fed press frequently causes dimensional or sheet handling problems. RYAM Paperboard shall not be liable for mis-register, wrinkling or other sheet handling problems related to printing sheets grain-short.

### **9.9 Work and Tumble**

While RYAM Paperboard always takes care in cutting and trimming, we shall not be liable for the possible hazards associated with work and tumble forms. It is the printer's duty to ensure the accuracy of the trimmed sheet size before running such work.



## **9.10 Customer Sheeting**

Rolls supplied for in-line, right angle, or off-the-press sheeting are inspected as thoroughly as possible before leaving the mill.

RYAM Paperboard shall not be liable for lost time due to cutter dust, static, turned corners, scuffs, “cigars”, wrinkles, splices, surface contamination or any other defect which should normally be removed by sheet inspectors.

It is the responsibility of the customer to detect and remove paper defects during their sheeting process prior to printing.

## **9.11 Shipment Dates and Late Delivery**

Target shipment date variance – Late: 0 days, Early: up to 2 days. Notification to the buyer of any late shipment will be made as soon as possible, typically no later than 1 day prior to the scheduled shipment date.

RYAM Paperboard will make every effort to ensure timely delivery but will not be held liable for late deliveries occurring because of failure of the designated carrier to pick up, transport and deliver on time.

## **9.12 Return Policy**

The following policy will apply to all unopened standard stock items returned for reasons other than quality or RYAM Paperboard’s error:

Authorization to return stock must first be received by the RYAM Paperboard Inside Sales Department, as well as receipt of written acceptance stating that the customer accepts the return and restocking charges. Requests to return unopened standard stock items must be emailed to RYAM Paperboard Inside Sales Department and contain roll/skid numbers and photographs of all items.

Instructions will be given as to when and where the stock should be returned, freight prepaid.

A charge of US \$5.00/cwt will be made for the reconditioning and handling of all returned stock – minimum charge of \$100.00. The customer is responsible for freight both ways.

A credit for returned stock will be made for all stock received in saleable condition. The value of any damaged stock will be deducted from the credit amount.

Stock cannot be returned after six months from the original date of shipment from RYAM Paperboard.

### **9.13 Return of Defective Products**

Upon receipt and verification of defective products, RYAM Paperboard will process a credit for the defective product.

### **9.14 Replacement Paperboard**

RYAM Paperboard will replace paperboard proven to be defective as quickly as possible.

If RYAM Paperboard cannot ship replacement paperboard in time to satisfy the customer's deadline, RYAM Paperboard will not be liable for any extra costs due to substitutions of grade, size, plate cost, press time, waiting time or premium time.

### **9.15 Complaint Procedure and Claims Policy**

1. When a problem is discovered, the customer should immediately contact their RYAM Paperboard Account Manager. If the Account Manager is unavailable at the time, then the customer should contact RYAM Paperboard's Inside Sales Department at 1-800-411-7011. The RYAM Paperboard Inside Sales Representative will advise the Account Manager and/or the mill Technical Department immediately. The Technical Department will contact the customer.

2. A Technical Representative may be assigned to help with the investigation of the complaint.

- 3.
- a) The Buyer must promptly submit a written claim to RYAM Paperboard within 30 days from the date of the initially reported complaint. The original invoice must be paid in full. Any claims settlement will be dealt with separately.
  - b) A purchase order must be submitted to the RYAM Paperboard Inside Sales Department to ship replacement paper.

4. Registration of a complaint by a customer and acknowledgement that a problem exists by RYAM Paperboard does not constitute acceptance of responsibility for the problem or the claim.

5. The buyer is responsible for the proper documentation pertaining to the complaint, i.e. purchase order number, mill order number, roll/skid numbers, skid/roll label, history of the complaint, printed and unprinted samples, tape pulls, blankets, inks and fountain solutions. Evidence must be sent via courier to the attention of the Claims Analyst:

**Rayonier A.M. Canada G.P.**  
**C/O AMJ Campbell**  
**Attn: Ann-Marie Gagne**  
**400 Carmichael Drive**  
**North Bay, Ontario**  
**Canada**  
**P1B 8G2**  
**Phone: 819 627-4684**

6. RYAM Paperboard Account Manager is responsible for collecting the evidence outlined in section 9.2

7. Upon receipt of all documentation and evidence, RYAM Paperboard management will review the claim.

8. It is RYAM Paperboard's objective to resolve and settle the claim within 30 days of receipt of the written claim.

9. Complaints will only be considered on paperboard received within 6 months of the original shipment date.

10. RYAM Paperboard will not entertain consequential damages resulting from the use of its product beyond its customer's plant.

11. The claim value cannot be deducted from the original invoice.

12. Claim follow-ups are to be addressed to the Claims Analyst at 819 627-4684.

13. Claims must be filed and will only be paid to the "sold to" customer.

(Note: A customer is defined as the sold to or ship to party, merchant, broker, agent, printer, converter or end user.)

## **Section 10 – Transport Damage Claims**

### **10.1 Inspection of Incoming Shipments**

It is the responsibility of the consignee to inspect incoming shipments before and during unloading for possible transit damage. When damage is noted, the driver (in the case of truck delivery) must be present to participate in the inspection and witness the problem. In the case of rail delivery, a representative of the railway must be requested to inspect the shipment. Photos of damage must be forwarded to RYAM Paperboard's Claims Analyst.

## 10.2 Transit Damage Claims

When RYAM Paperboard products are damaged in transit through carrier negligence or mishandling, RYAM Paperboard will assume the responsibility for filing damage/loss with carrier if the following requirements are met:

1. The carrier must be a RYAM Paperboard carrier. Customer specified carriers are excluded from the policy.
2. The total value of the shipment must be over \$100.
3. The customer or his agent must inspect and clearly document the loss or damage upon delivery of shipment, including photo documentation.
4. The customer or his agent must notify RYAM Paperboard's Claims Analyst of their intent to claim within 15 days of receipt of the damaged product.
5. The customer or his agent must file a written claim with RYAM Paperboard's Claims Analyst as soon as possible, but no later than 30 days of receipt of the damaged product.
6. The customer must furnish a delivery receipt or carrier inspection report identifying specific damage/loss along with photos.

## 10.3 Procedures for Reporting Damage or Discrepancies

### 10.3.1 Truck/Container Shipments

If damage is evident upon opening the trailer/container, the delivery receipt should be noted and signed by both the receiving party and the carrier. The receiver should then notify the carrier's agent and request an inspection. RYAM Paperboard may be requested to help in assessing damages. Visible damages must be reported immediately, and noted on the delivery receipt, identifying specific damages and possible reasons (if known). Photographs of the damages should be forwarded to RYAM Paperboard's Claims Analyst. Failure to do so constitutes a clear receipt to the carrier and negates the opportunity to claim.

### 10.3.2 Rail Shipments

Upon receipt of the railcar, the receiver must ensure the seal is intact. If loss or damage is noted, record the seal number, call the delivering railway agent immediately and request an inspection. In addition, RYAM Paperboard's Claims Analyst must be notified. If the carrier's agent cannot provide inspection within a reasonable time frame, photographs of the damaged load are required before proceeding with the unloading. Segregate the damaged paperboard for later inspection.

### 10.3.3 Evidence

Collection of evidence is critical for expedient settlement. When damage is discovered, note the location of the damaged goods by position within the trailer, container or rail car. Photograph all loads.

### 10.3.4 Hidden Damage Caused by Transportation

Carefully inspect all goods upon receipt of shipments. If damage is first discovered upon unwrapping the goods, report the damage immediately to RYAM Paperboard's Claims Analyst within 15 days of receipt of the damaged goods. The damaged goods must be made available for the carrier or RYAM Paperboard's Technical Representative's inspection.

### 10.3.5 Inspection Waiver

If the carrier waives his right to inspect a shipment, the time, date and name of the representative waiving inspection must be noted on the bill of lading.

### 10.3.6 Shortages or Discrepancies

Shortages or discrepancies must be reported immediately and noted on the delivery receipt. Failure to do so constitutes a clear delivery receipt to the carrier and negates the opportunity to claim.

## 10.4 Documentation of Damage or Discrepancies

### 10.4.1 Reports and Receipts

The delivery receipt (truck) or inspection report (rail) must be accurate. If you do not agree with the information on the report or receipt, do not sign without noting an exception.

### 10.4.2 Claims

All claims must be filed with RYAM Paperboard's Claim Analyst. A delivery receipt (truck) or inspection report (rail) signed by the carrier's representative must accompany the Claim notice. A shipping manifest highlighting the damaged roll, skid, or carton numbers must be included.

The original invoice must be paid in full.

### 10.4.3 Disposition of Damaged Goods

Damaged goods must not be disposed of unless authorized by RYAM Paperboard.

## Section 11 - Trial Orders and Samples

### 11.1 Trial Roll/Sheet Orders

At RYAM Paperboard, we understand the importance of paper trials to ensure the exact fit to your business needs. We want to make this process as easy as possible for you.

To facilitate our trial process, we have implemented a simple policy for all our trials.

1. All customer trials must be submitted to your Rayonier A.M. Canada G.P. - Paperboard Account Manager.
2. The customer must provide Rayonier A.M. Canada G.P. - Paperboard with a purchase order for the trial paper.
3. All customer trials will be invoiced at 100% of the agreed upon sale price plus applicable freight.
4. Once the trial is complete, samples are to be sent to the following address with the completed trial form, a copy of the invoice for the trial paper and a minimum of 12 printed samples.

**Rayonier A.M. Canada G.P. - Paperboard**

Sample Department  
4 Place Ville-Marie, Suite 100  
Montreal, Quebec H3B 2E7  
Canada

5. Upon receipt of the trial form, printed samples (samples should be sent within 60 days of the completed trial) and copy of the invoice for the trial paper, the cost of the trial paper will be cancelled. A revised invoice will be issued with the freight costs to be paid.

### 11.2 Plain and Printed Samples

Plain or printed samples can be ordered through our website [kallimapaper.com](http://kallimapaper.com). Please note that samples are for evaluation purposes only and we reserve the right to refuse any sample request.

There are two plain sample sizes available: 8 1/2" x 11" (21.5 cm x 28 cm) and 12 1/2" x 19" (30.48 cm x 48.26 cm).

There is no charge for samples sent by regular ground courier service. Expedited delivery will be at the requester's expense.

### **Section 12 – Paper Calculations and Conversion Factors**

Please visit <http://kallimapaper.com/savings-calculators/overview> for Paper Calculations and Conversion Factors.

### **Section 13 – Technical Bulletins**

Please visit [kallimapaper.com](http://kallimapaper.com) for Technical Bulletins.

### **Section 14 – Informative Videos**

Please visit [kallimaacademy.com](http://kallimaacademy.com) for informative videos.

***\*This millbook is subject to change with notice.***