

**Required Customer Claim Information**

Effective 9/1/2017

1. Freight Claims
2. PO#
3. Pictures of damage
4. Signed BOL
5. Quantity of material affected
6. Date Entry/Pricing
7. PO#
8. Quote# if custom or special pricing used
9. Short/Long
10. PO#
11. Signed BOL
12. Quantity short/long
13. Quality Issues (Standard Requirements)
14. PO#
15. Printer/End User Information
16. Pictures
17. Quantity of material effected
18. Lot#
19. Q/C description
20. Printing Q/C
21. Equipment Info/Setting – Inks, Temperatures, Speeds
22. Samples (2 of each processed and unprocessed) Request full sheet size or closest full sheet that is available.
23. Q/C Off Specification
24. Equipment Info/Settings
25. Samples (2 of each processed and unprocessed) Request full sheet size or closest full sheet that is available.

Note: Claims will not proceed to second phase of investigation until all required data/samples listed above is submitted to Gilman contact.