



CLAIM HANDLING PROCEDURE


PCF ATLANTIS-PAK LLC

Address: 72 Onuchkina str., village of Lenin,
Aksay district, Rostov region,
346703 Russian Federation

Phones: +7 863 255-85-85 / +7 863 261-85-80

Fax: +7 863 261-85-79

www.atlantis-pak.top
info@atlantis-pak.top

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1. Customers' claims can be accepted for review in accordance with the provisions stipulated in the agreement (contract or invoice) for supply of the Goods to the Buyer.
 2. Quality claims concerning the product delivered to the consumer as free samples can be accepted only if such claims relate to the quality of optional services (shirring, printing, cutting, etc.), and without any compensation for material damages.
 3. Claims must be presented in the form shown in Appendix 1 to this Procedure. A claim must contain the following information:
 - order date and number;
 - commercial invoice number;
 - waybill number;
 - lot number (as shown on the packing);
 - brief description of the nonconformities;
 - quantity of condemned product or samples.
 4. Claims from Russian or CIS customers can be accepted only if accompanied with the shipping documents, and other proof in the form of photos or videos showing the defects specified in the customer's email, and the defective product samples. The types and number of the samples and documents, the review procedure, and the cases when such samples and documents are mandatory are stipulated in Appendix 2 hereto, and in the agreement (contract or invoice) for supply of the Goods. The Seller may demand that the Buyer submit proof of nonconformities by a certificate (report) issued by the Chamber of Commerce and Industry at the place of storage (delivery) of the Goods or at the location of the Buyer.
 5. Quality claims relating to optional services provided by other organizations (dealers, or the customer itself, etc.) will not be admitted, just as claims concerning the quality of products with expired shelf lives (as per Specifications).
 6. The Seller must submit its formal response to a claim within not more than 30 business days from processing of the claim by its corporate Management Information System.
 7. The Seller will consider only those claims for the Goods, that are presented by the Buyer directly. Other persons are not entitled to submit such claims to the Seller, unless otherwise stipulated by the applicable laws.


CLAIM

Claim date	
Buyer's claim No.	
Buyer's order No.	
Seller's Invoice no.	
Package tag details	
Claimed quantity	
Claimed amount, EUR	
Claimed nonconformity	
Additional information	
Number of condemned samples	
Available photos / videos	

SAMPLING OF DEFECTIVE OR CONDEMNED GOODS


Casing	Soft shirring (all shirred sticks should be submitted in the original netting and have no signs of use)	Hard shirring (all shirred sticks should have no signs of use)	Reel
Printing defects (print breaks, misregister, etc.)	2-3 shirred sticks from different boxes	2-3 shirred sticks from different boxes.	30m from a single reel for backside color index up to +1, and 50m for color index more than +1.
Deformation of shirred stick	Photo of nonconformity	1 vacuum package/1 box	-
Deformation/failure of package during transportation	Photo of nonconformity, return of product on request		
Gauge different from that ordered	5 shirred sticks		1 hank
Boat-shaped casing	5 shirred sticks		1 hank
Foreign objects inside packing	Photo of nonconformity		
Foreign objects inside tube	Photo of nonconformity		
Casing integrity failure	2-3 shirred sticks from different boxes	1 vacuum package/1 box	Yes
Wrong length after shirring	2-3 shirred sticks from different boxes	1 vacuum package/1 box	No
Recommended stuffed gauge cannot be achieved	2-3 shirred sticks from different boxes	1 vacuum package/1 box	Yes/No
Nonconformity type cannot be identified	Subject to preliminary agreement with the QCAD		
Service not provided	1 shirred stick	1 vacuum package/1 box	No
Misalignment of printing on the face and on the backside of casing	1 shirred stick	-	10m, photo of nonconformity
Poor closure of the end of shirred stick	-	1 vacuum package/1 box	-
Casing color different from that ordered	1 shirred stick	1 vacuum package/1 box	10m, photo of nonconformity

Casing	Soft shirring (all shirred sticks should be submitted in the original netting and have no signs of use)	Hard shirring (all shirred sticks should have no signs of use)	Reel
Casing wrinkles on finished product	1 shirred sticks, photo of nonconformity, sample of product (if possible)	1 vacuum package/1 box, photo of nonconformity, sample of product (if possible)	10m, photo of nonconformity, sample of product (if possible)
Order processing error	Manager's confirmation (office memo signed by the Chief of the Sales Office)		
Short delivery	Acceptance report signed by the delivery driver (if shortage found at unloading), or report issued by the company		
Erroneous marking of packages	Photo of nonconformity		
Misgrading	Photo of nonconformity, return of product on request		
Printing different from agreed artwork	1 shirred stick or photo of nonconformity	1 shirred stick, photo of nonconformity	10m, photo of nonconformity
Casing hard to open	-	-	10m, photo of nonconformity
Casing torn	2 shirred sticks	1 vacuum package/1 box	10m, photo of nonconformity
Different gauges in casing	2 shirred sticks	2 vacuum packaging/2 boxes	10m, photo of nonconformity
Different color tints within one order item	2 shirred sticks	1 vacuum package/1 box to confirm defect	10m, photo of nonconformity
Delamination of casing	1 shirred stick, photo of nonconformity, sample of product (if possible)	1 vacuum package/1 box, photo of nonconformity, sample of product (if possible)	10m, photo of nonconformity, sample of product (if possible)
Different color tints across orders	2 shirred sticks (one from each order)	2 shirred sticks (from each order)	10m from each order
Curvature of casing	5 shirred sticks		1 hank
Excessive number of joints	2 shirred sticks	-	-
Poor print adhesion	2 shirred sticks	1 vacuum package/1 box, photo of nonconformity, sample of product (if possible)	10m, photo of nonconformity




Casing	Soft shirring (all shirred sticks should be submitted in the original netting and have no signs of use)	Hard shirring (all shirred sticks should have no signs of use)	Reel
Poor cord / tape adhesion to casing	2 shirred sticks	-	-
Hank loosely wound	-	-	1 hank
Self-adhesion of casing	-	-	1 hank
Casing adhesion on print	-	-	1 hank
Smell of chemicals	1 shirred stick	1 vacuum package/1 box	1 hank
Print color different from agreed artwork	1 shirred stick or photo of nonconformity	1 vacuum package/1 box, photo of nonconformity	10m, photo of nonconformity, sample of product (if possible)
Seam standing out	1 shirred sticks, photo of nonconformity, sample of product (if possible)	1 vacuum package/1 box, photo of nonconformity, sample of product (if possible)	10m, photo of nonconformity, sample of product (if possible)

Bags (all samples must be supplied in manufacturer's packing, with mandatory submission of condemned samples)	
Printing defects (print breaks, misregister, etc.)	1 package/20 strip bags
Deformation/failure of package during transportation	Photo of nonconformity
Migration of colorant	1 package/20 strip bags
Foreign objects in box	Photo of nonconformity
Failure of integrity	1 package/20 strip bags
Nonconformity type cannot be identified	By agreement with QCAD
Service not provided	1 package/20 strip bags
Short delivery	Acceptance report signed by the delivery driver (if shortage found at unloading), or report issued by the company
Color different from that ordered	1 package/20 strip bags
Poor sealing seam strength	1 package/20 strip bags
Order processing error	Manager's confirmation (office memo signed by the Chief of the Sales Office)
Erroneous marking of packages	Photo of nonconformity
Misgrading	Photo of nonconformity, return of product on request
Printing different from agreed artwork	Photo of nonconformity
Mold on opened bag	1 package (defective), 1 package (in manufacturer's packing)
Mold on finished products	1 package/20 bags, photo of nonconformity, sample of product (if possible)
Loss of vacuum in bags	1 package/20 strip bags
Poor tape adhesion to bag	1 package/20 strip bags
Excessive tape adhesion to bag	1 package/20 strip bags
Poor print adhesion	1 package/20 strip bags
Print color different from agreed artwork	Photo of nonconformity



Labels	
Printing defects (print breaks, misregister, etc.)	5 length meters from each roll
Deformation/failure of package during transportation	Photo of nonconformity
Short delivery	Acceptance report signed by the delivery driver (if shortage found at unloading), or report issued by the company
Poor label stamping quality	5 length meters from each roll
Order processing error	Manager's confirmation (office memo signed by the Chief of the Sales Office)
Erroneous marking of packages	Photo of nonconformity
Misgrading	Photo of nonconformity, return of product on request.
Printing different from agreed artwork	5 length meters
Different color tints within one order item	2-3 samples, each of 5 length meters, with different-tint imprints
Different color tints across orders	5 length meters from each roll (for all orders)
Self-adhesion of label	5 length meters from each roll
Print color different from agreed artwork	5 length meters from each roll

Defects of high barrier sealable films	Number of defective product samples
Printing defects (print breaks, misregister, etc.)	30m from a single reel for backside color index up to +1, and 50m for color index more than +1.
Deformation/failure of package during transportation	Photo of nonconformity, return of product on request
Tubular film gauge different from that ordered	1 hank
Boat-shaped film	1 hank
Foreign objects inside packing	Photo of nonconformity
Foreign objects inside tubular film	Photo of nonconformity
Failure of film integrity	Sample of defective film
Service not provided	10m
Short delivery	Acceptance report signed by the delivery driver, if shortage found at unloading), or report issued by the company
Misalignment of printing on the face and on the backside of films	10m, photo of nonconformity
Casing color different from that ordered	10m, photo of nonconformity
Erroneous marking of packages	Photo of nonconformity
Misgrading	Photo of nonconformity, return of product on request.
Varying flat width of film	10m, photo of nonconformity
Different color tints within one order item	10m, photo of nonconformity
Printing different from agreed artwork	10m, photo of nonconformity
Film hard to open	10m, photo of nonconformity
Film ruptures	10m, photo of nonconformity
Film delamination	10m, photo of nonconformity, sample of product (if possible)
Curvature of films	1 hank
Poor print adhesion	10m, photo of nonconformity
Hank loosely wound	1 hank
Self-adhesion of film	1 hank
Film adhesion on print	1 hank



Defects of high barrier sealable films	Number of defective product samples
Smell of chemicals	1 hank
Print color different from agreed artwork	10m, photo of nonconformity, sample of product (if possible)
Seam standing out	10m, photo of nonconformity, sample of product (if possible)