



**SALES
POLICIES**

CONTACT INFORMATION



CUSTOMER SERVICE:

 270.335.4365

 customerservice@phoenixpaper.com

TECH SERVICES & SAMPLE REQUESTS:

 fieldtechservice@phoenixpaper.com

SALES POLICIES

Basis Weight

Basis weight variation of +/- 5% stated from published target is considered to be within trade tolerance and to be acceptable.

Roll Width

trade tolerance of +/- 1/32"

Roll Diameter

Rolls are manufactured to requested diameter with a -2" tolerance. Any Rolls that are under 50" in diameter are subject to a \$1.50/CWT. upcharge.

Roll Splices

Splices will be marked on the roll label and rolls will not have any more than 3 splices.

Cores

Cores are available in 3", 5" and 6". Please advise the requested core size at time of order.

Payment Terms

Phoenix Paper payment terms are 1% 20, net 21 Days.

Shipping Policies

Full truck shipments are 40,000 lbs. Less than full trucks; LTL freight charges may apply. Customer pick-up will be allowed with pre-arrangement with mill shipping manager.

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Lead Times

On manufactured inquiries, lead times are valid for 24 hours. Any changes/delays in order placement, lead times will be subject to production/shipping schedules.

Order Acknowledgements

Phoenix Paper will send out an order acknowledgement that will confirm a customer order has been entered. The order acknowledgement will serve as the final agreement between both parties and will supersede all prior price quotes and communications. Customer is responsible for reviewing the order acknowledgement and contacting Phoenix Paper in writing, with any objections.

Order Cancellations

All order cancellations must be made in writing, within 48 hours from receipt of order acknowledgement. Orders associated with an LDC, will have until 3:00pm (CST) on the LDC date to cancel (in writing).

Returns

Stock items may be returned within 30 days of delivery, provided the items are in commercial re-saleable condition. Customers will be charged a \$20.00/CWT. re-stocking charge and return freight charges. All returns must be approved and coordinated through Phoenix Paper's Customer Service Department.

Trial Policy

Any trial rolls will be coordinated and approved through Phoenix Paper's Sales Department.

SALES POLICIES

Shipping Damage

Shipment receiving customer is responsible for examining rolls upon delivery and any suspected damage should be noted on the carrier's Bill of Lading. Photos of the damaged paper is highly recommended.

Paper Claims

Paper claims are to be filed within 90 days of shipment delivery. Each paper claim, along with a completed "Quality Claim Process" form and samples, needs to be sent to Phoenix Paper's Technical Services Department for evaluation.

Forestry Certifications

If you require FSC® Certified products, please contact your Phoenix Paper Sales Representative. Standard upcharges are \$2.50/CWT. FSC®.

Narrow Roll Upcharge

<8.5"	\$7.75/CWT.
8.5"–10.999"	\$3.50/CWT.
11" – 16.99"	\$1.50/CWT.

Roll Upcharges

Rolls on pallets \$2.00/CWT.

Rolls on pallets/rolling position--Please call for pricing & availability.

The Sales Policies document is to provide information relating to Phoenix Paper's manufacturing, ordering, shipping, and product performance policies. The document is not projected to be a complete list of upcharges and is subject to modifications.

THANK YOU



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