

Sales Policies



BETTER PAPER. BETTER LIFE®.



Contact Information

Customer Service & Sample Requests:

270-335-4365

customerservice@phoenixpaper.com

Tech Services & Quality Complaints:

fieldtechservice@phoenixpaper.com

Mailing Address:

1724 Fort Jefferson Hill Road
Wickliffe, KY 42087



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" diameter are subject to a \$3.50/CWT. upcharge.

Roll Splices - splices will be marked on the core tags, side of roll and the roll labels. Rolls will not have any more than 2 splices.

Cores - cores are available in 3", 5", 6" and 8". 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.



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.



Trim Policy - Making sizes are subject to trim up-charges. Please contact your Customer Service Representative for trim requirements on specific products.

Shipping Damage - the 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 required. Shipping claims must be filed within 10 days of receipt of the order.

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, must be sent to Phoenix Paper's Technical Services Department for evaluation.

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<u>Narrow Roll Upcharge</u> -	<8.5"	\$7.75/CWT.
	8.5" - 10.999"	\$3.50/CWT.
	11" - 16.99"	\$1.50/CWT.



Roll Upcharges – Rolls on pallets \$3.00/CWT. Rolls on pallets/rolling position \$5.00/CWT.

Secondary Converting/Sheeting/Perfing—Phoenix Paper is not responsible for any related defects once the paper has been converted, perfed, or sheeted after it leaves the mill.

Forestry Certifications – If you require FSC CoC or SFI certifications, please get in touch with your Phoenix Paper Sales Representative. Standard upcharge for FSC CoC is \$2.50/CWT.

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.





Wickliffe LLC