



Thermafiber Complaint Handling Procedures

LATE DELIVERY

1. For all deliveries, receiver and driver must sign and log the date and time of arrival and departure on the Bill of Lading/Delivery Receipt Form.
2. Contact THERMAFIBER Customer Service Representative immediately.

DAMAGED MATERIAL

1. Inspect and count all material upon receipt.
2. Bill of Lading/Delivery Receipt Form must be signed and dated upon receipt by both the receiving party and the driver noting the number of packages damaged. Report damage to THERMAFIBER Customer Service Representative immediately upon receipt of material.
3. Briefly describe the type of damage; i.e., wet, crushed, torn bags, etc.
4. Do not discard material until instructed to do so by THERMAFIBER.

SHORTAGES/OVERAGES

1. Inspect and count all material upon receipt
2. Bill of Lading/Delivery Receipt Form must be signed and dated upon receipt by both the receiving party and the driver noting the quantity discrepancy.
3. Report all shortages/overages immediately to THERMAFIBER Customer Service Representative before the driver leaves the delivery site. Loading documents must be reviewed with THERMAFIBER representative before the driver leaves during normal business hours.

QUALITY COMPLAINTS

1. Report all quality issues to THERMAFIBER Sales Representative or Customer Service Representative immediately.
2. Do not send material back to the plant without prior authorization. The THERMAFIBER Sales Representative will request samples (1 unopened package), plus 1 representative sample of the product deemed deficient in quality, to be sent to the plant for quality inspection by THERMAFIBER personnel.

*All claims should be reported immediately. After normal business hours (M-F 8am-5pm) email appropriate representative or contact the following business day. All claims must be reported within two (2) business days. **Any claims received after two (2) business days may not be reviewed at THERMAFIBER's discretion.***

Contact the Thermafiber offices at 888-834-2371 with any questions regarding complaint handling procedures.