



Preparing Our Company for Your Future

How to Report a Quality Claim

1. Contact our Customer Service Team, our Quality Department or your Sales Rep at 1-800-793-TAPE (8273) or 1-419-898-4243 to report your claim.
2. Please have the following information ready for reporting the claim:
 - PO # of the material in question
 - Lot # (inside core of roll) of the material in question
 - Describe the defect you are seeing in detail
3. Please be prepared to answer the following questions:
 - Did the problem occur during a production run?
 - Did the problem occur during transportation? (if yes, see item 6 on this list)
 - Do you still have the material? (full rolls, partial rolls, cores, etc)
 - Do you need a replacement?
 - Are you requesting technical advice?
 - Are you requesting credit? (credit will only be issued if material is deemed defective – See our Claims and Return Policy)
4. Please be able to provide us with photos or samples which show the defect.
5. If you know the answers to the following questions, it is helpful, but not necessary for us to file your claim. The more information we know, the better we are to determine the problem.
 - What substrate is the overlamine being applied to?
 - What types of inks are being used? (UV, Aqueous, Solvent, Flexo-graphic, Offset, Indigo, etc)
 - How much time is there between drying and overlaminating?
 - What type of press is being used? – Manufacturer and Model #
 - What is the end-customer use for this label?
 - Have you run this job previously?
 - Has anything changed in your process?
 - Is your facility temperature and humidity controlled?
6. If you received material damaged during transportation, please follow our transportation reporting procedures.
7. We will enter your claim and all the pertinent information and you will be contacted with further instruction or our resolution to the problem. We will contact you if we issue an MRA (Material Return Authorization) or MDA (Material Destroy Authorization).

FOR MORE INFORMATION PLEASE VISIT OUR WEBSITE AT WWW.ACPO.COM