

COMPLAINT PROCESSING

WARNING

- For every material complaint, please attach the corresponding pallet note of the pallet involved.

Do not roll whole sheets

- for transport with complaints about rigidity or delamination.

Only stick tape to hard

- plastic films, since otherwise particle analysis is not possible.

For any printability complaints, attach the incorrectly printed sheets and the unprinted sheets.

Warning: Sheets should be removed from the current stack as soon as the problem appears.

Error	Please attach								
	Printed sheets or cuts	Blank sheets	Tape sample from the rubber blanket	Rubber blanket cuts DIN A4	Cause sheet or foreign bodies	Photos	Colour sequences or creasing parameters	Colour and glue tests	Pack documentary sheets climate-neutrally
Stiffness/caliper/ moisture/grammage	•	•							•
Smoothness/whiteness	•	•							
Blister (cartonboard splits)	•	•							
Coating errors (streaks etc.)	•	•							
Format deviation/ incorrect direction		•							
Folds/turned down sheets/ shreds of cartonboard/ foreign bodies	•	•		•	•				
Plan of the sheets (pallet)		•				•			
Plan of the cuts	•	•				•			
Imperfections	•	•	•						
Delamination (bubbling)	•	•					•	•	
Residue on the surface of the rubber blanket	•	•	•			•			
Punching, creasing or gluing problems	•	•					•	•	
Printability problem eg. doubling/mottling	•	•					•	•	
Sensory	•	•							•

Error or problem documentation should be as thorough and complete as possible.