

## **Teslin® Substrate Order Policies**

**(Effective as of May 1, 2014)**

### **Standard Order**

A Standard Order is considered to be a master roll(s) of synthetic printing substrate (SP grades in thickness of 4-18 mil) with the following dimensions 57" Wide; Nominal 28" OD; 6" Core/ 1447 mm Wide; Nominal 711 mm OD; 152 mm Core (**Standard Product**).

Non-Standard Orders will encompass any master rolls with non-standard widths or lengths, specialty grades of material (eg. FG, Bio, Security, HD, TS, IJ, digital, SPID, Blue), or converted material – any slit or sheeted material (**Non Standard Product**).

### **Delivery Terms**

Unless otherwise agreed to by PPG in writing, PPG products shall be shipped F.O.B. PPG Ship Point (domestic shipments/USCA) or Ex Works PPG Plant (international shipments).

### **Return Policy**

A 20% restocking charge applies to all returned and unopened Standard Product.

Must be shipped prepaid accompanied by a PPG approved and issued Return Authorization within 90 days of original invoice

Non-Standard Products cannot be returned.

### **Cancellation Policy**

Standard Product – 30% charge will be applied for orders cancelled with less than 14 calendar day written notice from date of shipment from PPG Plant

Non-Standard Product– penalties will apply up to 100% of the value of the order if order is cancelled at any time

### **To file a complaint**

Provide a detailed email to customer service at [TeslinSales@ppg.com](mailto:TeslinSales@ppg.com) and a copy to your account representative. Include the lot number, roll numbers, quantity and nature of the complaint. Please provide as much detail as possible relative to the nature of the complaint. Feel free to provide photos of the observed defect.

All claims must be filed in accordance with your signed Sales Agreement with PPG or, if you do not have a signed Sales Agreement with PPG, PPG's General Terms for Sales Agreements (available at <http://www.ppg.com/specialty/teslin/about/Pages/terms.aspx>).

A claim number will be provided to you within 48 hours.

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