



## THE GILMAN BROTHERS COMPANY

### Required Customer Claim Information

Effective 3/6/18

1. Freight Claims
  - A. PO#
  - B. Pictures of damage
  - C. Signed BOL
  - D. Quantity of material affected
  
2. Date Entry/Pricing
  - A. PO#
  - B. Quote# if custom or special pricing used
  
3. Short/Long
  - A. PO#
  - B. Signed BOL
  - C. Quantity short/long
  
4. Quality Issues (Standard Requirements)
  - A. PO#
  - B. Printer/End User Information
  - C. Pictures
  - D. Quantity of material effected
  - E. Lot#
  - F. Q/C description
    - i. Printing Q/C
      - a. Equipment Info/Setting – Inks, Temperatures, Speeds
      - b. Samples (2 of each processed and unprocessed) Request full sheet size or closest full sheet that is available.
  
    - ii. Q/C Off Specification
      - a. Equipment Info/Settings
      - b. Samples (2 of each processed and unprocessed) Request full sheet size or closest full sheet that is available.

**Note: Claims will not proceed to second phase of investigation until all required data/samples listed above is submitted to Gilman contact.**