



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.