



Attn: Jennifer Stebbins
FR: BRON TAPES of CA
Date: 8/25/11

(1/2)

Complaint Number: 100795

Disposal Note

Generated By: Jennifer Stebbins
Generated On: 22 Aug 2011

To The Attention Of Arilyn Morales Bron Tapes California

Original Issue Date 19 Jul 2011

Customer Complaint Ref 100795

Customer Order N° CA 67868

1) Invoices And Items On Complaint

(a) Invoice Number 0700040804 Invoice Date 12 Jul 2011

- Material 152706 Batch 0000596925

Material Description
135 RD 44INX60YD MIC 9

Quantity	On The Invoice	ROL	On The Complaint	ROL
Value	1284.43	USD	788.93	USD

- Material 162706 Batch 0000596613

Material Description
135 WH 44INX60YD MIC 9

Quantity	On The Invoice	ROL	On The Complaint	ROL
Value	623.51	USD	60.28	USD

2) Problem Identified By Customer

Customer received shipment with shortages and damage to log rolls. Freight bill was signed short/damaged by the customer. Damage to 2 logs of sku# 162706 were not found by the customer until the logs were put on their skitter.

Total damaged/lost in transit:

Scapa sku# 152706 - 2 logs lost in transit, 9 logs received damaged

Scapa sku# 162706 - 1 log received damaged.



Hh. Jennifer Robbins

(2/2)

Acknowledgement

We regret you have encountered a problem with one of our products and apologize/apologise for the inconveniences that this may cause you. Please would you be kind enough to complete this disposal form (starred grey part) so that Scapa may process any reimbursement quickly. Please be assured of our best attention at all times.

Ref. of destroyed product*

Dimensions*

Quantity non conformed*

X Quantity Destroyed* 9 LOGS

Batch numbers concerned*

Responsible of Destruction (in capital letters) -
Visit / Date*

X BRON TAPES OF CALIFORNIA

X Date* 8/25/11

X Name* D. PARISH