

Complaint Number: 101233

## Disposal Note

Generated By: Jeannine Kenney  
Generated On: 28 Oct 2011

To The Attention Of

MBK Enterprises Inc.

Origination Date 14 Sep 2011

Customer Complaint Ref

Customer Order N°

### 1) Invoices And Items On Complaint

(a) Invoice Number	9700042730	Invoice Date	06 Sep 2011
- Material	166152	Batch	0000607597
Material Description			
274 NT 57INX23M 3MIC 9			
Quantity	On The Invoice	ROL	On The Complaint
Value	24.00	USD	5.00
	3124.80	USD	651.00
			ROL
			USD

### 2) Problem Identified By Customer

Customer advised they received 5 rolls with crushed cores. (Total order was for 24 rolls.)

They are asking permission to return the 5 rolls for credit.

I have asked for a copy of the signed delivery receipt, but have not received it yet.

9/15/11: REVISED: Customer advised they did not sign the B/L for damage as the damage was concealed. The receiver advised that the carton was at the bottom of the pallet and partially crushed due to the weight. Damage was not visible until the pallet was unpacked. Receiver advised that they have had this problem in the past and sited that our cartons are too light/flimsy to be placed at the bottom of the pallet.

Customer requesting permission to return or destroy and credit for 5 rolls.

### 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\* 174  
Quantity non conformed\* 5 Loqr  
Batches numbers concerned\* 0000607597  
Responsible of Destruction (In capital letters) - Sandro Rubio ; Countney Langston Codd 10/28/11  
Date\* 10/28/11  
Dimensions\* 57" x 25 yds  
Quantity Destroyed\* 5 Loqr  
Name\* Cheryl Layda Codd