



Complaint Number: 100621



Disposal Note

Generated By: Cynthia Craig
Generated On: 29 Jun 2011

To The Attention Of

Valley Industrial

Origination Date: 27 Jun 2011

Customer Complaint Ref

Customer Order N°

RL 3245

1) Invoices And Items On Complaint

(a) Invoice Number	9700035523	Invoice Date	17 Feb 2011
- Material	185332	Batch	WIN0015538
Material Description U873 RW .5IN X 108FT (72 ROLLS/BOX)			
	On The Invoice		On The Complaint
Quantity	7200.00	PC	7200.00
Value	6480.00	USD	6480.00
(b) Invoice Number	9700035719	Invoice Date	23 Feb 2011
- Material	185332	Batch	WIN0015538
Material Description U873 RW .5IN X 108FT (72 ROLLS/BOX)			
	On The Invoice		On The Complaint
Quantity	3024.00	PC	1800.00
Value	2721.60	USD	1820.00

2) Problem Identified By Customer

Despite your assurances that the adhesive was identical to the T002, our customers have found the U873 to be unusable. The main complaint is that it is too tacky, gums up the dispenser guns as well as the material they are trying to work with.

Disposal of 125 cases approved by Mike Muchin:

Let's credit the 125 cases of U873 and ask Valley to dispose of it.





Complaint Number: 100621

Disposal Note

Generated By: Cynthia Craig
Generated On: 29 Jun 2011

To The Attention Of

Valley Industrial

Origination Date: 27 Jun 2011

Customer Complaint Ref:

Customer Order N°

RL 3245

1) Invoices And Items On Complaint

(a) Invoice Number	9700035523	Invoice Date	17 Feb 2011
- Material	185332	Batch	WIN0015538
Material Description U873 RW .5IN X 108FT (72 ROLLS/BOX)			
Quantity	7200.00	PC	7200.00
Value	6480.00	USD	6480.00

(b) Invoice Number	9700035719	Invoice Date	23 Feb 2011
- Material	185332	Batch	WIN0015538
Material Description U873 RW .5IN X 108FT (72 ROLLS/BOX)			
Quantity	3024.00	PC	1800.00
Value	2721.60	USD	1820.00

2) Problem Identified By Customer

Despite your assurances that the adhesive was identical to the T002, our customers have found the U873 to be unusable. The main complaint is that it is too tacky, gums up the dispenser guns as well as the material they are trying to work with.

Disposal of 125 cases approved by Mike Muchin:

Let's credit the 125 cases of U873 and ask Valley to dispose of it.



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* 165332

Dimensions*

Quantity non conformed* 9000 Rolls (125cs)

Quantity Destroyed* 9000 Rolls (125cs)

Batches numbers concerned* WIN0015538

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

Date* 6/29/11

Name* Maura Barth
Maura A. Barth