



Complaint Number: 100963

Disposal Note

Generated By: Theresa Benoit
Generated On: 28 Nov 2011

To The Attention Of

Great Lakes Tape Corporation

Origination Date 11 Aug 2011

Customer Complaint Ref

Customer Order N°

1) Invoices And Items On Complaint

(a) Invoice Number	9700021574	Invoice Date	31 Mar 2010
- Material	156004	Batch	
Material Description			
P933A 2.5MIL LDPE(A) 6IN X 540 FT			
Quantity	On The Invoice		On The Complaint
	261.00	PC	2.00
Value	26849.07		205.74
	USD		USD
(b) Invoice Number	9700032918	Invoice Date	08 Dec 2010
- Material	156004	Batch	WIN0011224
Material Description			
P933A 2.5MIL LDPE(A) 6IN X 540 FT			
Quantity	On The Invoice		On The Complaint
	60.00	PC	7.00
Value	6481.62		756.19
	USD		USD

(c) Invoice Number 9700041888

Invoice Date 10 Aug 2011

- Material 158004

Batch

Material Description

P933A 2.5MIL LDPE(A) 6IN X 540 FT

	On The Invoice		On The Complaint	
Quantity	111.00	PC	15.00	PC
Value	12350.64	USD	1659.01 ✓	USD

2) Problem Identified By Customer

2 issues - tearing, and difference in film

1. Rolls are tearing when material is being converted. The tears are random throughout the rolls.
2. Operator has also noticed that the film on the rolls is not clear like it usually is. The film has a texture design to it and appears thicker

Customer supplied lot info:

2 rolls from Po# 29486 @ \$102.87 - Lot# 458785

7 rolls from Po# 30252 @ \$108.01350 - Lot# 458760

15 rolls from Po# 31789 @ \$111.267 Lot# WIN0026332, WIN0030632 and WIN0030457

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* 933A 6" X 540'

Dimensions* 6" X 540'

Quantity non conformed* 24 rolls

Quantity Destroyed* 24 rolls

Batches numbers concerned* Listed above

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

Date* 11.29.11

Name* Renee Kavalishy