



Complaint Number: 101745

Disposal Note

Generated By: Helen Pearce
Generated On: 23 Nov 2011

To The Attention Of

Jay Ruptash

LOWRY SALES ALBERTA LTD

Origination Date

25 Oct 2011

Customer Complaint Ref

EOD 172794

Customer Order N°

EDM 103477

1) Invoices And Items On Complaint

(a) Invoice Number

9600032840

Invoice Date

08 Jul 2011

- Material

153548

Batch

Material Description

234 RD 48MMX55M MIC (S5) 24

Quantity

On The Invoice

36.00

CAR

On The Complaint

~~11.00~~ 8

CAR

Value

2784.24

CAD

~~850.74~~ 618.72

CAD

(b) Invoice Number

9600036028

Invoice Date

23 Sep 2011

- Material

153548

Batch

Material Description

234 RD 48MMX55M MIC (S5) 24

Quantity

On The Invoice

36.00

CAR

On The Complaint

36.00

CAR

Value

2784.24

CAD

2784.24

CAD

2) Problem Identified By Customer

From: Jay Ruptash [mailto:jay@lowrys.ab.ca]

Sent: Monday, October 24, 2011 4:41 PM

To: Mark Norton

Cc: Ron Banks; Casey Ruptash; Stephanie Ruptash

Subject: Re: Faulty 234 Tape???

Hi Mark,

The Batch numbers I was able to get today are:

Lot #: REN0048796

Batch #: 606543

I have the customer checking to see if there are any different numbers.

ANY THOUGHTS ON THIS MATTER????

Jay

Jay Ruptash writes:

Hi Mark,

Had a call today from a customer that purchased 1728 rolls (72 cases) of the 2344855-02 poly UV tape back in August.

He is currently re-selling these to the stucco companies.

And now would like to return 1128 rolls (47 cases).

The problems they are having are as follows:

1. Leaves behind residue when removed (see attached pictures)
 - a. this happens on metals, wood, plastics stone or concrete work
 - b. happens if removed after one hour or 5 - 10 days
 - c. happens in shaded areas, sun exposed areas, hot or cold ambient temperatures
2. Tears when removed (not always)
 - a. this happens more frequently on metal surfaces
 - b. happens if removed after one hour or 5 - 10 days
 - c. happens in shaded areas, sun exposed areas, hot or cold ambient temperatures

Where do we go from here?

Do you have a home for 1128 rolls.

2344855-02 \$3.22 / RL

PE UV RESIST 7MIL RED 48MMX55M 24/CS

Please let me know ASAP.

Have a nice weekend,

Jay

Jay Ruptash

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P: (780) 461-3494

F: (780) 461-7368

C: (780) 717-3016

www.lowrysales.com

jay@lowrysales.com

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*

Quantity Destroyed*

Batches numbers concerned*

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

Date*

Name*

December 1, 2011

Ron Banks