

PRODUCTS, ORDERING, SHIPMENT & DELIVERY

Products

Printing Papers

Cougar®, Cougar® Digital, Cougar® Super Smooth and Cougar® Digital Color Copy (skids, cartons, rolls, digital); Lynx® Opaque Ultra (skids, cartons, rolls, digital); Husky® Opaque Offset (skids, cartons, rolls, digital); EarthChoice® Opaque Offset 30% (skids, cartons, rolls); Domtar® Reply Card (skids, cartons, rolls); EarthChoice® Colors (Multipurpose, Index, Tag, Vellum Bristol Cover, Opaque Text & Cover); EarthChoice HOTS®

Business Papers

First Choice®, ImagePrint®, Domtar Copy®, Husky® Copy, Husky® Copy30, Husky® Copy100, Domtar EarthChoice® Office Paper, Domtar EarthChoice®30 Office Paper, and Domtar EarthChoice®50 Office Paper.

* Availability subject to franchising agreements

Stock Item Order Minimum (Shipment minimums apply)

Cougar®, Cougar® Digital, Cougar® Super Smooth, Cougar® Digital Color Copy

- Folio and Cut Size – 1 carton or skid
- Rolls – 1 package

Lynx® Opaque Ultra

- Folio and Cut Size – 1 carton or skid
- Rolls – 1 package

Husky® Opaque Offset, Domtar Reply Card, EarthChoice® Opaque Offset 30%

- Folio and Cut Size – 1 pallet (Husky® Digital – 1 carton)
- Rolls – 1 package

EarthChoice® Colors

- Folio and Cut Size – 1 carton (exclusions apply – contact Sales Service)
- Rolls – 1 package (limited availability)

EarthChoice HOTS®

- Folio and Cut Size – 1 carton

Business Papers

- Full pallets only (exception: FirstChoice®).
- Stock product (where available) may be amalgamated with printing paper grades to meet shipment minimums.

PRODUCTS, ORDERING, SHIPMENT & DELIVERY

Product Information

Cougar® Stocking

| TEXT | 50 lb. | 60 lb. | 70 lb. | 80 lb. | 100 lb. | COVER | 65 lb. | 80 lb. | 100 lb. | 110 lb. | 130 lb. DTC | 160 lb. DTC |
|-------------------------------|--------|--------|--------|--------|---------|-------------------------------|--------|--------|---------|---------|-------------|-------------|
| Cougar Smooth | • | • | • | • | • | Cougar Smooth | • | • | • | • | • | • |
| Cougar Vellum | | • | • | • | | Cougar Natural Smooth | • | • | • | | • | |
| Cougar Natural Smooth | • | • | • | • | | Cougar Digital Smooth | • | • | • | • | | |
| Cougar Natural Vellum | | • | • | | | Cougar Digital Natural Smooth | • | • | • | | | |
| Cougar Digital Smooth | | • | • | • | • | Cougar Super Smooth | • | • | • | | • | |
| Cougar Digital Natural Smooth | | • | • | • | | Cougar Digital Color Copy | • | • | • | | • | |
| Cougar Super Smooth | | • | • | • | • | | | | | | | |
| Cougar Digital Color Copy | | • | • | • | • | | | | | | | |

Manufacturing Minimums

Cougar®, Cougar® Digital

- Rolls and sheets – 5,000 lbs. minimum per order, 5,000 lbs. minimum per item.

Cougar® Super Smooth Text, Cougar® Digital Color Copy Text

- Rolls – 7,500 lbs. minimum per order, 7,500 lbs. minimum per item.
- Sheets – 5,000 lbs. minimum order, 5,000 lbs. minimum per item.

Cougar® Super Smooth Cover, Cougar® Digital Color Copy Cover

- Rolls – 30,000 lbs. minimum per order, 5,000 lbs. minimum per item. (Cougar Digital Color Copy by exception only).
- Sheets – 5,000 lbs. minimum per order, 5,000 lbs. minimum per item.

- Minimum sheet size 17" x 22" – contact Sales Service for smaller sizes.
- Maximum sheet size 35" x 45" – contact Sales Service for larger sizes.
- Standard roll pack – 40" OD, 3" cores.
- 50" OD available – contact Sales Service.
- Special basis weights or finishes – contact Sales Service.
- Rolls loaded on side/rolling to be ordered in full and even truckloads. Contact Sales Service for details.

PRODUCTS, ORDERING, SHIPMENT & DELIVERY

Product Information

Lynx® Opaque Ultra Stocking

| TEXT | 40 lb. | 50 lb. | 60 lb. | 70 lb. | 80 lb. | 100 lb. | COVER | 65 lb. | 80 lb. | 100 lb. | 120 lb. |
|--------------------------|--------|--------|--------|--------|--------|---------|--------------------------|--------|--------|---------|---------|
| Lynx Opaque Ultra Smooth | • | • | • | • | • | • | Lynx Opaque Ultra Smooth | • | • | • | • |
| Lynx Digital Smooth | | • | • | • | • | • | Lynx Digital Smooth | • | • | • | • |
| Lynx Cream White | | | • | • | • | • | Lynx Cream White | • | • | • | |
| Lynx Digital Cream White | | | • | • | • | • | Lynx Digital Cream White | • | • | • | |

Manufacturing Minimums

- Rolls – 10,000 lbs. minimum per order, per basis weight, 5,000 lbs. minimum per item.
- Sheets – 10,000 lbs. minimum per order, 10,000 lbs. minimum per item.
- Minimum sheet size 17" x 22" – contact Sales Service for smaller sizes.
- Maximum sheet size 35" x 45" – contact Sales Service for larger sizes.
- Standard roll pack – 40" OD, 3" cores.
- 50" OD available – contact Sales Service.
- Recycled Lynx Opaque Ultra with 10% and 30% PCW available – contact Sales Service for minimums, availability and trim requirements.
- Special basis weights or finishes – contact Sales Service.
- Rolls loaded on side/rolling to be ordered in full and even truckloads. Contact Sales Service for details.

PRODUCTS, ORDERING, SHIPMENT & DELIVERY

Product Information

Husky® Opaque Offset Stocking

| TEXT | 50 lb. | 60 lb. | 70 lb. | 80 lb. |
|----------------------------|--------|--------|--------|--------|
| Husky Opaque Offset Smooth | • | • | • | • |
| Husky Opaque Offset Vellum | • | • | | |
| Husky Digital Smooth | • | • | • | |

Manufacturing Minimums

- Rolls – 10,000 lbs. minimum per order, per basis weight, 5,000 lbs. minimum per item.
 - Order to be firm when placed. LDC not available.
- Sheets - 10,000 lbs. minimum per order, 10,000 lbs. minimum per item.
- Minimum sheet size 17" x 22" – contact Sales Service for smaller sizes.
- Maximum sheet size 35" x 45" – contact Sales Service for larger sizes.
- Standard roll pack – 40" OD, 3" cores.
- 50" OD available – contact Sales Service.
- Full pallets only (broken pallets allowed for Husky Digital).
- Rolls loaded on side/rolling to be ordered in full and even truck loads. Contact Sales Service for details.
- For Husky Opaque roll orders less than 42,000 lbs. - region specific freight charges may apply. Contact Sales Service for details.

PRODUCTS, ORDERING, SHIPMENT & DELIVERY

Product Information

EarthChoice® Opaque Offset 30% Stocking

| TEXT | 50 lb. | 60 lb. | 70 lb. |
|----------------------------------|--------|--------|--------|
| EarthChoice Opaque Offset 30% | • | • | • |

Manufacturing Minimums

- Rolls – 10,000 lbs. minimum per order, per basis weight, 5,000 lbs. minimum per item.
 - Order to be firm when placed. LDC not available.
- Sheets - 10,000 lbs. minimum per order, 10,000 lbs. minimum per item.
- Minimum sheet size 17" x 22" – contact Sales Service for smaller sizes.
- Maximum sheet size 35" x 45" – contact Sales Service for larger sizes.
- Standard roll pack – 40" OD, 3" cores.
- 50" OD available – contact Sales Service.
- Full pallets only.
- Rolls loaded on side/rolling to be ordered in full and even truck loads. Contact Sales Service for details.
- Contact Sales Service for availability and trim requirements.
- For EarthChoice Opaque Offset 30% roll orders less than 42,000 lbs., - region specific freight charges may apply. Contact Sales Service for details.

PRODUCTS, ORDERING, SHIPMENT & DELIVERY

Product Information

Domtar® Reply Card Stocking

| | |
|-------------------|--------|
| 7 pt. | 79 lb. |
| Domtar Reply Card | • |

Manufacturing Minimums

- Rolls – 10,000 lbs. minimum per order, 5,000 lbs. per item.
- Sheets – 10,000 lbs. minimum per order, 10,000 lbs. minimum per item
- Minimum sheet size 17" x 22"- contact Sales Service for smaller sizes.
- Maximum sheet size 35" x 45" – contact Sales Service for larger sizes.
- Standard roll pack – 40" OD, 3" cores.
- 50" OD available – contact Sales Service.
- Full pallets only.
- Rolls loaded on side/rolling to be ordered in full and even truck loads. Contact Sales Service for details.
- For Reply Card roll orders less than 42,000 lbs. - region specific freight charges may apply. Contact Sales Service for details.
- Reply card is run to a 7.0 minimum target caliper, basis weight may vary.

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PRODUCTS, ORDERING, SHIPMENT & DELIVERY

Product Information

EarthChoice® Colors Stocking

| OPAQUE COLORS | Weight | Blue | Canary | Cherry | Cream | Goldenrod | Gray | Green | Ivory | Orchid | Pink | Salmon | Tan |
|---------------------------------|--------|--------------------------------|--------|--------|-------|-----------|------|-------|-------|--------|------|--------|-----|
| | | EarthChoice Opaque Smooth Text | 50 lb. | • | • | | • | • | • | • | • | | • |
| EarthChoice Opaque Vellum Text | 60lb. | • | • | • | • | • | • | • | • | • | • | • | • |
| | 70 lb. | • | • | | • | | • | • | • | | • | | |
| EarthChoice Opaque Vellum Cover | 65 lb. | • | • | | • | | • | • | • | • | | | |

| ITB | Weight | Britewhite | Manila | Blue | Buff | Canary | Cherry | Cream | Goldenrod | Gray | Green | Ivory | Orchid | Pink | Salmon | Tan |
|----------------------------|---------|-------------------|--------|------|------|--------|--------|-------|-----------|------|-------|-------|--------|------|--------|-----|
| | | EarthChoice Index | 90 lb. | • | | • | • | • | • | | | | • | • | | |
| 110 lb. | • | | | • | • | • | • | | | | • | • | | | • | |
| EarthChoice Tag | 100 lb. | • | • | | | | | | | | | | | | | |
| | 125 lb. | • | • | | | | | | | | | | | | | |
| | 150 lb. | • | • | | | | | | | | | | | | | |
| EarthChoice Vellum Bristol | 57 lb. | • | | | | | | | | | | | | | | |
| | 67 lb. | • | | • | | • | | • | • | • | • | • | | • | | • |

| MULTIPURPOSE | Weight | Blue | Buff | Canary | Cherry | Cream | Goldenrod | Gray | Green | Ivory | Orchid | Pink | Salmon | Tan |
|--------------|--------|------------------------------|--------|--------|--------|-------|-----------|------|-------|-------|--------|------|--------|-----|
| | | EarthChoice Multipurpose 30% | 20 lb. | • | • | • | • | • | • | • | • | • | • | • |

Manufacturing Minimums

- Rolls – Contact Sales Service for minimums, availability and trim requirements.
- Sheets – Contact Sales Service for minimums, availability and trim requirements.
- Standard basis weights and color combinations only.
- Standard stock basis weights and colors run in machine color sequence.
- Multipurpose available in stock items only.

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PRODUCTS, ORDERING, SHIPMENT & DELIVERY

Product Information

EarthChoice HOTS® Stocking

| HOTS | Weight | Blue | Daffodil | Emerald | Fuchsia | Grape | Green | Lemon | Lime | Orange | Petwinkle | Red |
|------------------------|--------|------|----------|---------|---------|-------|-------|-------|------|--------|-----------|-----|
| EarthChoice HOTS Text | 60 lb. | • | • | • | • | • | • | • | • | • | • | • |
| EarthChoice HOTS Cover | 65 lb. | • | • | • | • | • | • | • | • | • | | • |

Manufacturing Minimums

- Rolls – Contact Sales Service for minimums, availability and trim requirements.
- Sheets – Contact Sales Service for minimums, availability and trim requirements.
- Standard basis weights and color combinations only.
- Standard stock basis weights and colors run in machine color sequence.

MANUFACTURING

Overrun and Underrun Policy

- All orders must meet the minimum manufacturing requirements.
- Orders 5,000 lbs. up to 9,999 lbs. (one item):
 - Orders 5,000 lbs. to 9,999 lbs. may be overrun 10% or underrun 10%.
 - Orders specifying “not more than” will not be overrun, but may be underrun by 20%.
 - Orders specifying “not less than” will not be underrun but may be overrun by 20%.
- Orders 10,000 lbs. up to 41,999 lbs. (one item):
 - Orders 10,000 lbs. to 41,999 lbs. may be overrun 5% or underrun 5%.
 - Orders specifying “not more than” will not be overrun, but may be underrun by 10%.
 - Orders specifying “not less than” will not be underrun, but may be overrun by 10%.
- Orders 42,000 lbs. or more (one item):
 - Orders 42,000 lbs. or more may be overrun 3% or underrun 3%.
 - Orders specifying “not more than” will not be overrun, but may be underrun 6%.
 - Orders specifying “not less than” will not be underrun, but may be overrun 6%.
- Special Orders:

The tolerances outlined in the foregoing paragraphs do not apply to orders for special weights, finishes or to any specifications which vary from standard for the grade. On all orders involving non-standard specifications, the buyer agrees to accept the quantity made as final whether it exceeds or falls below the normal tolerances.

Basis Weight and Caliper Tolerances

- Basis weight variation of plus or minus 5% of basis weight ordered is considered to be within tolerance.
- Caliper variation of plus or minus 5% of published caliper is considered to be within tolerance.
- Reply card is run to a 7.0 minimum target caliper, basis weight may vary.

Size Tolerances – All Sizes

Size Tolerance

1. Cut sizes (8 ½” x 11”, 3HP, 8 ½” x 14”, 11” x 17”) length and width plus or minus 1/32”.
2. Digital sizes (over 11” x 17” to 20” x 14” inclusively) length and width plus 1/32”, minus 0”.
3. Three-hole punched, 5/16” serrated hole (standard hole size).
4. Size 17” x 22” up to and including 35” x 45” to be cut 1/32” over size; tolerance plus or minus 1/32”.
5. Sizes over 35” x 45” to be cut 1/16” over size; tolerance plus or minus 1/16”.
6. Roll widths: Plus or minus 1/32”.
7. Roll diameter: ordered diameter plus 0” or minus 2” (rolls run to linear feet do not apply).

Squareness

1. Cut sizes plus or minus 1/32” in any direction.
2. Digital sizes plus or minus 1/32” in any direction.
3. Sizes 17” x 22” up to 35” x 45” plus or minus 1/16” in squareness.
4. Above 35” x 45” plus or minus 3/32”.

MANUFACTURING

Splices

- Rolls may contain mill splices. Rolls that contain mill splices will indicate splice on the roll tag and be clearly marked at the point of splice in the roll.
- Elimination of mill splices at the time of unwind (prior to digital printing) is the responsibility of the end user. Failure to remove mill splices could result in damage and or production delays, which are the sole responsibility of the end user.

ORDERING, SHIPMENT, AND DELIVERY

Regional Replenishment Centers

- Strategically located across North America, providing a **4:00 pm** cut off local time and assigned to a geography.
- Poaching is not allowed.
- Ship-to Radius
 - Within 200 miles, will deliver next morning
 - For 201–400 miles, will deliver next afternoon
 - More than 400 miles, will deliver second morning
- Same day shipment orders placed throughout the day may be received in multiple deliveries.
- No changes/cancellations permitted on orders entered to ship the same day.
- Deliveries will be first come, first served for same day shipment.
 - Delivery appointments will be accepted at the time of order entry.
 - If customer does not confirm a delivery appointment at the time of order entry, customer will be required to unload the truck within two hours of arrival.

Shipping Information

- Delivery charge for less than truckload (truckload defined as 42,000 lbs.) applied by manufacturing location and delivery location. Full and even truckloads encouraged.
- Region specific freight charges may apply.
- Merchant warehouse – 20,000 lbs. minimum per shipment.
- Direct – 10,000 lbs. minimum per shipment.
- Stock orders do not assort with manufacturing orders for shipment minimums. Stock product may be amalgamated together at the warehouse to meet shipment minimums.
- Multiple carton items ordered in less than full pallet quantities may be packed on the same pallet.
- If an order meets the shipment minimum but an item is out of stock, the customer may choose one of the following options:
 - Add additional items to ship with the product that is ready. If the total quantity is less than a truckload, a delivery charge will apply.
 - Ship the portion ready (provided it meets the shipping minimum) and if less than a truckload, a delivery charge will apply. The balance will ship when ready (provided it meets the shipment minimum) and if less than a truckload, a delivery charge will apply.
 - Hold all products to ship together when the last item is ready.
- Advance information as to the date of shipment is an approximation only, based on our best judgment at the time. Domtar does not guarantee delivery dates or times.
- Customer pick-ups are not available without prior Region Sales Manager authorization. Pick-ups are only available at RRC locations.

Inquiries

- Manufacturing inquiries are valid until the close of business the following day unless stated otherwise.
- Paper manufactured against a purchase order is expected to ship when ready. Product may not be held on the mill floor.
- Domtar does not guarantee a specific manufacturing facility for orders.
- Stock may be put on hold through Domtar on Demand or Sales Service until the close of business same day.
 - Not available for Offset rolls

ORDERING, SHIPMENT, AND DELIVERY

Price

- It is our intent to be market competitive in terms of price, service and quality.
- Our stock price provides a market competitive price for the majority of business.
- When a special price is warranted, the Price Quote Coordinator (PQC) or Account Manager can respond with a Special Price Authorization Number (SPA).
 - This number is required at the time of order entry to ensure accurate pricing.
- Prices and upcharges are subject to change.

Billing

- Paper in sheets invoiced at the nominal weight.
- Paper in rolls on fiber cores billed at gross weight including wrapper, paper cores and plugs not exceeding 2½%.
- Printing Paper products are not available ordered or invoiced in lineal footage.

Delivery Dates

- Advance information as to the date of shipment is an approximation only, based on our best judgment at the time.
- Domtar does not guarantee delivery dates or times.
- Paper manufactured against a purchase order is expected to ship when ready. Product may not be held on the mill floor.

Delivery Charges

- Shipments in full and even truckloads are encouraged. Shipments for less than truckload will be subject to a delivery charge.
- Region specific freight charges may apply.
- Special delivery instructions may be subject to an additional charge.
- Demurrage and re-routed truck charges will be invoiced by Domtar.

Customer Pick-Up

- Customer pick-ups are not available without prior Region Sales Manager authorization.

Proof of Delivery

- A proof of delivery is supplied to the consignee by the carrier at the time of delivery. Domtar will provide a proof of delivery upon request if the request is made within 60 days of shipment.

Returns

- Domtar stock items (mill branded, not customer specific) may be returned within 30 days of original purchase. Product must be in saleable condition. The customer will be responsible for \$15.00/cwt. restocking charges and freight both ways. All returns must be approved by the Sales Service Representative and issued a Return Authorization Number.
- Any deviation from the above must be approved by Region Manager.
- Domtar does not accept returns on manufacturing orders or Customer Specific Inventory.

ORDERING, SHIPMENT, AND DELIVERY

Trial Policy

- All trials requested by the merchant are at the discretion of Domtar and reimbursement for these trials is not guaranteed.
- All trials must be approved by the local Domtar Account Manager via email to Sales Service.
- The customer will be charged list price for the paper and for freight.
- Customer will be credited back the cost of the paper only.
- The following items are required for credit:
 - Original invoice
 - Debit memo
 - 25 printed samples
 - Printer comments regarding the trial

PACKAGING

Standard Packaging

- Minimum roll diameter 40".
- Standard core 3" (any other sizes need to be approved)
- Rolls 20" wide or greater individually wrapped.*
- Rolls 20" to 11" wide wrapped minimum 2 rolls per package.*
- Rolls 11" to 8 ½" wide wrapped 3 rolls per package.*
- Lynx Opaque Ultra Text, Husky Opaque Offset, EarthChoice Opaque Offset 30% and Domtar Reply Card packed on mini-skids
 - Press Ready
 - 45" max height
 - Sizes 21" x 28" and below two tiered
- Lynx Opaque Ultra 100 lb. Text and all Cover items packed on full size skids.
- Cougar, EarthChoice Colors and EarthChoice HOTS packed on full size skids.

*Subject to mill specific standards, contact Sales Service

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DOMTAR PRODUCT GUARANTEE

Guarantee

All Domtar Fine Paper products are guaranteed for one year from the date delivered against defects in quality and, with proper storage and use, to meet standard specifications for the grade of paper ordered.

When quality standards have not been achieved, Domtar will use our best efforts to resolve the problem quickly and in a fair and equitable manner within the guidelines of standard industry practice. When claims are found to be justified by Domtar, the compensation will not exceed the value of the original purchase price of the product.

DOMTAR PRODUCT WARRANTY

Warranty

Domtar makes every effort to supply paper of the highest quality. Domtar papers are carefully manufactured to meet specific quality specifications. However, Domtar gives no warranty of any kind, either expressed or implied, with respect to merchantability or fitness for a particular use.

The printer's sole and exclusive recourse for any defects in the product shall be the original purchase price or cost of replacement of the defect portion of the paper.

In no event will Domtar be liable for any special, incidental or consequential damages of any sort, including but not limited to: damages to press, carrier charges, lost profits, start-up costs, or expenses representing lost business or production.

A Domtar representative must be notified within 3 hours when suspect or defective paper is encountered during a press run. Responsibility for printed product quality and/or press charges cannot be assumed unless Domtar participates in the decision to continue to run. It is the printer's responsibility to determine whether the end result will be satisfactory to their customer. Once the printer has decided to continue, they are responsible for the finished product and any extra costs incurred. Domtar cannot assume responsibility for the decision to continue to run unless a Domtar representative is party to this decision. Merchants are not authorized to admit fault, commit Domtar to the settlement of claims, or to find Domtar liable.

DAMAGE CLAIMS PROCESS

Damage in Transit

Damage in transit claims are defined as claims for product where the damage is visible at time of delivery. Notification of visible transit damage must be received within 30 days of receipt of product from Domtar.

How to Document Damage Claims

- For transit damage claims, the BOL should be signed at the time of delivery by the carrier and the customer/receiver (note the type of damage, item damaged, quantity and verify the seal number matches the BOL).
- Take photos of the damaged product and the trailer number inside the trailer (transit damage).
- Identify the TAPPI or Batch Number by taking a photo of the label.
- Report the evidence, damaged quantity, paper location and contact name for follow-up.

Concealed Damage

Concealed Damage is defined as damage that was not evident at time of delivery. Claims for concealed damage must be received within 60 days of delivery from Domtar.

CLAIMS PROCESSING

Quality Claims Process

Please make sure all claims include the following information, documentation and supporting evidence:

- Customer contact information, including name, location, contact person, phone number and email address.
- End-user information, including name, location, contact person and phone number.
- Product information including grade, weight, size purchased and lot number (Note: TAPPI code and/or mill manufacturing code will be stenciled on the package. The stock item number {SKU} under the barcode on the label will NOT provide any information we can use for tracking an issue to a particular manufacturing mill and date.)
- Description of the product.
- Specific equipment being used (i.e. specify "Docutech 1680," not generic "laser printer").
- Claim details, including:
 - Printed waste paper (# of sheets)
 - Unprinted paper (# of sheets, skids, cartons)
 - Press time request (# of hours, hourly rate)
 - Blanket replacement (# of blankets, cost per unit)
 - Customer PO# to Domtar
 - Domtar invoice # and date
 - Customer claim # or debit #

Supporting evidence required.

- At least 15 consecutive sheets of printed and unprinted samples.
- For "copier" complaints, at least 2 sealed reams of paper in addition to the printed samples.
- For contamination/debris complaints, tape pulls showing debris. Tape pulls should not be affixed to paper samples. They should be attached to a mylar sheet.
- Curl complaints do not ship well. A photo showing the curl is a good way to document curl issues. This can be submitted in addition to printed and unprinted samples. Ship samples flat and do not roll samples for shipping.

The Quality Claims Administrator will review all claims submitted. Payment of claims will be pending justification of complaint and review of charges submitted. The customer will be notified that we have received the claim, informed of the Domtar complaint tracking number, advised of the authorized credit amount and final disposition of rejected stock. The customer will be advised to scrap or donate the product. A copy of the credit invoice should be auto-faxed to the customer by accounting when the credit is issued.

Claims to be submitted for Quality Claim Administrator review should be mailed to:

Quality Claim Administrator
Domtar
100 Kingsley Park Drive
Fort Mill, SC 29715
Toll-Free: 877-877-4685
Phone: 803-802-7500
Fax: 803-802-8090

fieldtechnicalservice@domtar.com

CLAIMS PROCESSING

Quality Claims Process (cont.)

DOMTAR WILL NOT HONOR CLAIMS FOR THE FOLLOWING:

1. Press time or additional costs involved in the production process due to late deliveries. Requested shipping dates are an approximation only, based on our best judgment at the time. Domtar does not guarantee delivery dates or times.
2. Quality issues related to conversion of product after it leaves our facility.
3. Product that is utilized in an application other than its original intent.

INVOICE DISPUTES

Invoice Dispute Process

- Contact your Sales Service Representative to discuss the invoice.
- Sales Service Representative will investigate in a timely manner and determine if adjustment is required.
- If adjustment is required, a CARE number will be assigned and given to customer.
- Customer will send in appropriate CARE number with payment.
- Deductions without proper authorization will be charged back to the customer.
- Any disputes must be brought forward to Sales Service within 60 days.

TERMS OF SALE

Order Acknowledgement

- All quotations and agreements are subject to Seller's written acknowledgment, which sets forth the order as Seller understands it and states the only obligations to which Seller is bound. Unless Buyer objects promptly upon its receipt, such acknowledgment will be an integration of and the final and entire agreement between the parties, superseding and merging all prior communications. No subsequent modification will be binding unless similarly acknowledged by Seller.

Non-Standard Application and End-Use Reports

- In the event that a customer requests a product for use in an application or end-use other than for which the product was designed, review and approval is required from Domtar prior to purchase. Pending the review, Domtar may either grant the approval and warranty the end-use, grant the approval at the end-user's own risk with no liability to Domtar, or deny the request in writing.

General Warranty and Limitations

- Seller's products are warranted to be of merchantable quality and to conform to specifications and tolerances incorporated in this agreement. Should any product sold hereunder be found not to meet the foregoing warranty, Seller will furnish a replacement product conforming to this warranty, or, at its election, make a fair allowance therefor. However, written notice of any claim under this warranty must be given to Seller within 30 days after delivery, and Buyer must afford Seller a reasonable opportunity to inspect the products in unaltered condition and evaluate the claims in accordance with procedures customary in the industry.
- THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE FOREGOING AND SELLER'S SOLE RESPONSIBILITY THEREUNDER IS AS STATED. UNLESS SELLER OTHERWISE EXPRESSLY AGREES, SELLER SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT OR INCIDENTAL DAMAGES (INCLUDING BUT NOT LIMITED TO LOSS OF PROFIT OR LOSS OF USE), OR FOR ANY AMOUNT IN EXCESS OF THE PRICE FOR THE SHIPMENT INVOLVED, UNDER THE FOREGOING GUARANTY OR ANY OTHER PART OF THIS AGREEMENT. ANY LEGAL ACTION AGAINST SELLER FOR BREACH OF THIS AGREEMENT, INCLUDING ANY WARRANTIES THEREUNDER MUST BE INSTITUTED WITHIN ONE YEAR AFTER DELIVERY.

Time and Place of Shipment

- Unless the indicated shipping date is expressly guaranteed, advance information as to date of shipment is an approximation only based upon Seller's best judgment at the time. When a mill or other shipping point is specified on the face hereof, or when an order is scheduled for shipment from such a place, it shall be the exclusive source of supply.

Quantity Tolerances

- Unless this order expressly requires the loading of exact quantities specified, Seller reserves the right to increase or decrease the quantity called for on this order by amounts not to exceed those allowed by applicable industry standards.

Title and Risk

- Irrespective of any provision concerning freight or price, title and risk of loss or damage shall pass to Buyer upon delivery of goods to any carrier except a motor vehicle operated by Seller at Seller's plant or other shipping point. Seller reserves the right to route all shipments, and may assist Buyer in processing claims against carriers without incurring liability therefor.

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TERMS OF SALE

Transportation Costs and Shortages

- All shipments are FOB Seller's mill. When prices include any costs of transportation from point of manufacture, any increase or decrease in such costs becoming effective after the applicable price is quoted or established by Seller, and any costs for services beyond those provided by the carrier at no charge other than the applicable freight rate or tariff, shall be for Buyer's account. Any extra costs of utilizing substitute methods of delivery, when the intended type of carrier, vehicle or loading or unloading facilities become unavailable, also shall be for Buyer's account.

Late Payment Charge

- A late payment charge of 1 Yt% per month (equivalent to a 15% annual rate) on the unpaid balance will be made on all past due accounts. Buyer also agrees to pay reasonable legal fees and other costs incurred by Seller in the collection of any past due accounts.

Attorneys' Fees

- In the event of legal action to enforce this agreement, the prevailing party shall be entitled to recover its reasonable attorneys' fees and expenses from the other party.

Governing Law

- This agreement shall be governed by and interpreted in accordance with the laws of the State of Delaware, including the Uniform Commercial Code as enacted therein.