

**Machine Trim - Port Hawkesbury Paper**

Supercalender Machine - 357.5" to 369" (9,080 mm - 9,380 mm)

**Standard Roll Sizes and Packaging**

- Minimum Orders:** All grades are subject to minimum and trim requirements - please call for specific information
- Roll Width:** Minimum - 15.27" (388 mm) on winders and/or salvage winder  
Maximum - 150" (3,180 mm) on winders
- Outside Diameter:** 40", 45", 50"
- Roll Size Tolerances:** Plus - 1/16"
- Standard Roll Wrap:** 15.27" - 22" (388 mm - 559 mm) - Two (2) rolls per bundle. Mill must wrap two (2) per bundle on rolls less than 22"  
>25" - One (1) per bundle
- Cores:** 3" and 6" capability  
Any size less than 27.6" (701 mm) cannot have notched cores

**Tolerance – Overruns / Underruns**

The following percentages are considered industry standard as an allowable shipping tolerance for the completion of a manufactured item.

In a standard basis weight, finish and color:

1,000 to 1,999 lbs.....	plus or minus 25%
2,000 to 4,999 lbs.....	plus or minus 20%
5,000 to 9,999 lbs.....	plus or minus 10%
10,000 to 39,999 lbs.....	plus or minus 5%
40,000 lbs and over.....	plus or minus 3%

In a non-standard basis weight, finish and/or color:

5,000 to 9,999 lb.....	plus or minus 20%
10,000 lbs and over.....	plus or minus 10%

## **Returns**

If the customer has a request for a return, customer service will categorize the return and direct the customer to the appropriate course of action. Returns can be classified as:

1. Quality complaint
2. Transit damage
3. Billing or service error
4. Customer error

For items 1-3, please refer to the claims section for information on how to process a return for these errors

Returns due to customer error can be made under the following conditions:

- All returns must be authorized by PHP Technical Field Sales, Sales or Claims Dept.
- Returns must be in saleable condition.
- Customers will be responsible for all freight charges for shipments to delivery location and return freight cost.
- All returns are subject to a \$20/cwt restocking fee.

## **Warranty Statement**

Port Hawkesbury Paper warrants that the material delivered hereunder shall be of its standard quality and that such material is adequately packaged and labeled. The foregoing warranties are exclusive and are in lieu of all other warranties (whether written, oral or implied) including warranty of fitness for a particular purpose. Port Hawkesbury Paper's liability, whether resulting from negligence or otherwise, shall not exceed the purchase price of the shipment or part thereof involved.

## **Last Day to Cancel (LDC)**

Last day to cancel or change an order for Port Hawkesbury Paper is 21 days prior to shipment of the order.

## **Shipping Policies**

Methods of shipment: Paper can be shipped intermodal, truck and rail.

Port Hawkesbury Paper will select the optimum shipment option based on the required delivery date. Any changes or revisions to the selected delivery method may be subject to additional freight charges.

Less than a truckload

Availability of less than truckload shipments is based on location and conditions. Please contact your sales representative for pricing.

Customer pick-ups and special requests are only available with prior approval from PHP.