

## EXPORT CLAIMS PROCESS

All customers and/or foreign sales representatives presenting claims to GP Harmon Recycling LLC d/b/a Georgia-Pacific Recycling (“Georgia-Pacific Recycling”) for nonconforming recyclable materials must adhere to the process outlined below or the claim will **not** be accepted by Georgia Pacific Recycling. Acceptable claims shall only include (i) the failure of recyclable materials to meet applicable grade specifications; (ii) shipment weight discrepancies; and (iii) detention & demurrage charges incurred as a result of late documentation. Commercial claim amounts will be limited to direct costs only, not finished product losses, and must be properly documented.

1. Claims must be received by Georgia-Pacific Recycling within thirty (30) days of the shipment’s arrival at the intended country port/final destination. ***Claims received after this timeframe will be rejected.***
2. Claims must be submitted (along with all appropriate support documentation) in English through the Georgia-Pacific Recycling Claims Portal located at: <https://portal.gpharmon.com/Account/Logon>. Please contact Georgia-Pacific Recycling at the following email address to register for the Claims Portal and receive step by step instructions to enter claims: [ClaimResolution@gpac.com](mailto:ClaimResolution@gpac.com). *Verbal claims will not be accepted.*
3. The following fields must be filled in accurately in the Georgia-Pacific Recycling Claims Portal in order to create a claim for review:
  - a. Georgia-Pacific Recycling Invoice #
  - b. Type of Claim (moisture, downgrade, etc.)
  - c. Total MT claimed
  - d. Total Amount of Claim (in USD)
  - e. Description of the Claim, including the calculation to support the claim amount entered.
    - All claimed third party costs must be outlined in the claim calculation and be accompanied by a clear, legible invoice supporting the claimed amount and proof of payment.
    - *Any invoices paid in cash will not be honored.*
4. Based on the Inspection Report or Minutes of Meeting, the following information must also be submitted and uploaded as a document in the Georgia Pacific Claims Portal:
  - a. Name of Customer
  - b. Grade
  - c. Date of Arrival
  - d. Sell Price/MT
  - e. Shipped Tonnage
  - f. # of Containers
  - g. # of Bales
  - h. Type of Claim
  - i. Claimed Tonnage
  - j. Detail container by container of % containing moisture, outthrows, or contaminates on claimable material (***average over total shipment will be accepted***)

- k. If the material is being downgraded the MT per container is required (*average over total shipment will not be accepted*)
  - 1. If claim is for moisture, the method of moisture testing and detailed report of results is required including photos of test results.
  
- 5. For all quality claims, photos must be submitted in accordance with the following requirements. *Non-compliance will result in claim dismissal.*
  - a. Photos must be in .JPG format and uploaded directly into the photo uploader in the Georgia-Pacific Recycling Claims Portal. Moisture claims must also have photos of the material with moisture readings showing the % claimed.
  - b. Preferably, there should be nothing other than the container number written in the photo. No signs with customer names or personal are allowed in the photos.
  - c. Photos must show each container with the left door open and the right door closed indicating the container number. Any photos that do not show the container number and its connection to the claimed material will not be accepted.
  - d. Photos must be taken while the container is being off-loaded and must clearly evidence that baled claimed material is unloaded from the indicated container.
  
- 6. For light load or short weight claims, legible certified scale tickets must be submitted for comparison to loading scale tickets and must contain the complete container number.
  
- 7. Once the claim is settled and agreed to by both parties, a written acceptance confirmation stating Full & Final Settlement with agreed amount signed by the customer is required. This document must include bank details for wire processing.

As stated above and for the avoidance of doubt, the above procedures must be followed when presenting a claim or the claim will **not** be accepted by Georgia-Pacific Recycling.