



## Baltic/Russian Birch Plywood Product Guarantee

The customer has 10 working days to test the plywood from the date of delivery.

If the plywood didn't meet the Russian GOST standard and/or other specifications agreed upon when purchase order was placed with us, we need the customer tests results and methodology indicating which results does not meet the GOST standard by the 10 working days from the delivery date. A **representative sampling** of each production/batch delivered is required:

At least 5 sheets are tested for thickness tolerance.

At least 5 sheets are tested for shear strength.

If 5 sheets are found non-conform - 5 more sheets are being tested - if the results remain the same the customer has the right to claim the material - but no later than 10 days from the day receiving the product.

The supplier has the right to perform an independent testing of any random 5 sheets. If 5 sheets found non-conform the material will be rejected and the customer will be credited accordingly.

If test results are not acceptable, Starrforest inc. will credit you and send our own carrier in to pick up the material.

If test results are acceptable, the load is considered to be accepted by the customer and to be paid for in full. If no tests results are available or provided to the Starrforest Inc. by the 10 working days of delivery - the load is considered to be accepted by the customer and to be paid for in full.

### Written Notification

Starrforest Inc. must be notified in writing of any claim within 10 days of delivery of the goods or release of the goods to the customer. Claims cannot be processed if submitted more than 10 days after delivery or release to the customer.

Written notifications must include the following:

Total number of pieces and/or crates being claimed.

Detailed description of why the material is being claimed.

Confirmation of which truck/container the claimed material was delivered on/in – (Truck Release #, Container # and/or B/L #)

A signed copy of the receiving report to the customer's facility

Digital photography of the material being claimed. Photos must clearly show (when possible) the defects and must include identifying marks tying the product back to Starrforest Inc. Identifying marks are crate markings, stamp on the edge of each sheet of plywood or any other proprietary marking that can be associated with Starrforest Inc.

### Re-Packaging Claimed Material

The customer will be responsible for re-packaging the material being claimed as closely as possible to the way it arrived to the customer.

1. Piece counts per crate must be the same as they were upon arrival.
2. Pieces must be stacked neatly and squarely within the re-packaged crate.
3. Original crating materials must be used in the re-packaged crates whenever possible.
4. Runners must be placed back under the crates as they were when the crates arrived to the customer.
5. Bands must be applied neatly and securely for safe transport.

### Storage

At all time, plywood must be stored inside in a controlled temperature and environment temperature and protected from exterior elements a