



EXCELone™

100% Satisfaction Guarantee

Glatfelter offers an 100% guarantee on the performance of its Carbonless Sheets products. If our products should fail to perform to your satisfaction on equipment for which it is designed, we will replace the paper or refund the purchase price of the paper, as you prefer.

Our ExcelOne™ product may be utilized in both offset environments as well as digital applications (such as high-speed copiers, laser printers and ink jet equipment.) It may also run on sheet-based digital toner printing equipment. This guarantee includes reimbursement for paper costs and reasonable and properly documented costs of consumables or parts replacement, should the paper be proven responsible for contamination or the reduced useful life of printer components.

Additionally, Excel® in inventory with a manufacturing date after January 1, 2010 is guaranteed for its performance in digital applications. This is the result of Glatfelter making gradual manufacturing changes to move to this offset/digital hybrid paper over the past several months. For assistance in determining whether your product falls within this date of guarantee, please contact Glatfelter.

This guarantee does not extend to papers not designed for digital applications. Specific products excluded from the guarantee are self-contained carbonless (Optica®) or products that are sheeted from carbonless rolls by the customer.

To initiate a claim, or to request more information, please contact your Glatfelter Technical Field Service Representative. (800.832.6323/ tfs_carbonless@glatfelter.com). Claims must be initiated within one year of paper purchase.

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One Carbonless. Digital & Offset.

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