



Advanced Poly-Packaging, Inc.

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Advanced Poly-Packaging, Inc. (APP) Performance Guarantee

(Guarantee applies to products shipped within 12 months from APP)

Advanced Poly is so confident that our bags and pouches will meet your high-quality standards and we guarantee their performance. Our bag materials have been formulated to perform consistently and reliably. We rigorously evaluate our bags through various bagging systems to ensure they perform not with Advanced Poly equipment, but also that of our competitors. We put our films through the most rugged battery of diagnostic tests in the industry to ensure they perform as expected. Our high strength films provide the highest tensile strength, dart impact and elongation with broad seal temperature ranges. Our converting equipment is state-of-the art with hundreds of thousands of dollars invested to manufacture products to a high standard for size, registration, feature location and seal strength. You can rely on our quality and durability...we guarantee it.

Advanced Poly-Packaging, Inc. recognizes that the disciplines of quality, health, safety, and environmental management are an integral part of its management function. We view these disciplines as our primary responsibility and key to conducting good business practices.

Our quality policy also calls for continuous improvement in all quality management activities and we conduct business according to the following principles: compliance with all applicable laws and regulations, ensuring that activities are safe for employees and visitors, communicating its quality objectives to all staff members, training our staff members, working closely with suppliers to establish the highest quality standards.

Although we strive for zero defects, due to the nature of the product and recent labor issues, we accept that it is impossible. To provide a reasonable expectation as to failure rate for pre-opened bags or pouches, we have evaluated our production volume along with returns and have determined our return/rejection rate. Based on our review, we have calculated our rate of rejection to be less than .4% (.004). However, due to the diverse complexity of orders, customers should not expect this percentage of rejections with all products purchased. Most bags produced are basic with little complexity and the rejection rate for these types of bags is less. However, some bags are much more complex with special features which may cause increased rejection rates. These features include, for instance: 1) preprinted material (causes higher registration issues or print quality issues), 2) combining dissimilar materials (combination films which causes higher seal issues due to sealing two different materials and perforation sensing issues when dissimilar elongation causes overlapping), 3) sealed headers (causes increased hanger hole failures, seal failures or hole movement issues), 4) sealed, notched, vertical or horizontal easy open perforations (causes location failures), 5) vent holes (causes increased location or punch failures), 6) narrow bags (cause opening failures, film tracking or winding issues), 7) light mil bags (less than 1.5 mil causes winding, feeding, tracking or opening issues), 8) heavy mil bags (3.5 mil or higher causes increased seal failures), 8) resin additives (color concentrates, VCI, anti-static or other additives cause degradation of film properties which affect seal, opening or print issues). Since we specialize in custom bags, we strive to reduce the rejection rate with increased inspection and constant machine improvements.

While we strive to improve quality, experience dictates that we cannot achieve a zero-defect rate due to the nature of the materials and manufacturing processes. Although our customers have come to expect an elevated level of quality with no returns/rejections whatsoever, all should expect that at some point, they will experience a quality issue of some sort. But they should also expect that we will treat every quality complaint promptly with the goal of eliminating recurrence. While we believe that our return/rejection rate is low, we will continue to review and improve our materials, methods, and practices.

Best Regards,

Stuart Baker
President