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

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

Advanced Poly's Guarantee: Advanced Poly is so confident that our bags and pouches will meet your high quality standards that we guarantee their performance. Our bag materials have been designed and engineered from the ground up to work consistently and reliably with the tested bagging systems. 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 product 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, the nature of the product prohibits this goal. However, in attempt to provide a reasonable expectation as to failure rate for pre-opened bags or pouches, we have reviewed our return/reject rates. Based on our review of our total shipped product and return/rejected product, we have determined that our rate of rejection is less than .2% (.002). Due to the diverse complexity of orders, customers should not expect this percentage of rejects with all products purchased. A majority of bags produced are basic with little complexity and the rejection rate for these types of bags is considerably less and in most cases zero. However, some bags are much more complex with special features which may cause increased reject rates. These feature 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, 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). Many custom bags have multiples of these characteristics which combined, may cause the reject rates to increase based on the combined level of potential issues, risks and overlapping tolerances.

While we strive to improve quality, experience dictates that we cannot achieve a zero defect rate due to nature of the materials and manufacturing processes. Although many Advanced Poly customers have come to expect a high level of quality, they should expect that at some point, they would experience a quality issue. While we believe that our return/reject rate is far less than our competitor's, we will continue to review and improve our materials, methods and practices.

Best Regards,

Stuart Baker
President