



Verso Corporation
Web Sales Policy

March 2019

8540 Gander Creek Drive
Miamisburg, Ohio 45342
versoco.com



Sales Policies

Web Products

This web sales policy provides our customers with important information on various topics relating to the purchase of web products from Verso Corporation. Additional information can be found in the Terms and Conditions of Sale, Re:Solution Handbook, Freight Charge Table and Standard Stocking Items Guide, which are located on Verso's website (versoco.com).

Order Placement

Customers can place orders by calling their Verso Customer Service Representative (800-258-8852) Monday through Friday, excluding public holidays, between 8:00 a.m and 6:00 p.m. EST. Customers can also place orders with Verso 24-hours a day, seven days a week by EDI/XML, email, fax (877-358-3776) or mail.



Order Management

Ordering Information

Minimum Order Quantities

Minimum quantities for web products are:

| grade | manufacturing | stock |
|--------------------|----------------------|--------------|
| Coated Freesheet | 5,000 lbs. | 5,000 lbs. |
| Coated Groundwood | 5,000 lbs. | 5,000 lbs. |
| Specialty | 5,000 lbs. | n/a |
| Supercalendered | 10,000 lbs. | n/a |
| Uncoated Freesheet | 42,500 lbs. | 10,000 lbs. |

Depending on roll size, a package may contain more than one roll.

For stock orders, the minimum order quantity for roll stock may be comprised of multiple stocking items which are shipped from the same mill or warehouse.

Minimum order quantity for pulp is 44,000 lbs.

Order Acceptance

Orders are subject to acceptance by Verso. Verso will issue an acknowledgement confirming its acceptance of an order and setting forth the product specifications and delivery information for the order. Customers are responsible for reviewing Verso's acknowledgements for accuracy and must notify Verso immediately of any requested changes to the information in any acknowledgement.

Order Change and Cancellation

Manufacturing Orders

Verso will provide a Last Date of Change (LDC) for a web manufacturing order at the time that we issue an order acknowledgement. Customers may change or cancel a manufacturing order on or before the LDC, but may not do so after the LDC.

Quick-Turn and Stock Orders

Customers may not change or cancel a quick-turn or stock order after Verso issues an order acknowledgement.



Tolerances

Over-and-Under Run Order Tolerances

| paper quantity (rolls) | tolerance* |
|------------------------|------------|
| 5,000 - 9,999 lbs. | +/- 10% |
| 10,000 - 43,999 lbs. | +/- 5% |
| 44,000 - 249,000 lbs. | +/- 3% |
| 250,000 - 749,999 lbs. | +/- 2% |
| > 749,999 lbs. | +/- 1% |

*Consult with Verso Customer Service for permissible over/under run variation for externally converted orders.

If an order requests a quantity that is "not less than" or "not more than" a specified quantity, then the above tolerances are doubled to the nearest roll.

| pulp quantity | tolerance |
|---------------|-------------------|
| truckload | nearest truckload |
| railcar | nearest railcar |

Manufacturing Tolerances

Basis Weight Tolerance

Verso guarantees the basis weight to be +/- 3% of target, based on a parent reel. Other limits may be agreed to with specific customers for specific products with prior approval on a case-by-case basis. Grades where a caliper specification is defined are controlled to meet their caliper specification and may be exempt from the basis weight guarantee.

Roll Width Tolerances

| grade | tolerance |
|--------------------|-------------------------------------|
| Coated Freesheet | ordered size $+\frac{1}{16}''/-0''$ |
| Coated Groundwood | ordered size $+\frac{1}{16}''/-0''$ |
| Supercalendered | ordered size $+\frac{1}{16}''/-0''$ |
| Uncoated Freesheet | ordered size $+\frac{1}{16}''/-0''$ |

Roll Diameter Tolerances

| | tolerance |
|-----------------------|----------------------|
| Maximum roll diameter | ordered diameter +0" |
| Minimum roll diameter | ordered diameter -2" |

Roll Splice Parameters

| | |
|---------------------------|-----------|
| Maximum splices per roll | 3 |
| Splices from core | 4 minimum |
| Splices from outside edge | 1 |
| Adjacent | 1 |



Additional Sales Policies

| | |
|--|---|
| Non-Standard Products | Non-standard products are subject to order acceptance. Contact your Verso Outside Sales Representative. |
| Manufacturing Order Availability Quotes | All quotes for availability of standard making web products will be honored for 24 hours unless otherwise stated. |
| Reservation of Inventory | Open stock is held until the close of the next business day. If a competing order is received, the initial inventory reservation will be given first priority of that inventory. |
| Billing Weight | All web and roll paper grades are invoiced at their actual gross weight. All pulp orders are invoiced at their air-dried metric tonne weight. |
| Invoicing and Payment | Verso's invoices are generated at the time of shipment and will be delivered through Verso's website (versoco.com), automated fax, EDI/XML, email or mail. Customers may pay Verso's invoices by certified check, company check, EFT wire or ACH wire. |
| Trial Orders | Verso understands there are times a customer may want to see a demonstration of a particular product before placing an order. Samples of most products are available through our Trial Service. Submit trial requirements to your Verso Sales Representative for approval. Approved trial orders will be subject to the trial roll price bracket. A minimum of 200 print samples, along with documentation stating association with the trial product, are sent to Verso's Sample Center. The printed samples are reviewed by Verso for use as a print sample. Trial credit is issued upon completion of all of the steps outlined above. |
| Transit Damage | Transit Damage claims are processed through Verso's Easy Claim [®] program. Please refer to our Transit Damage policy document. |
| Late Deliveries | Verso will make every effort to deliver an order on time. Verso will not assume responsibility for extra costs, including press downtime, incurred as a result of late delivery. |
| Product Returns | <p>Defective Products - The return of defective Verso products, whether they be manufacturing, quick-turn or stock items, is addressed in the Re:Solution Handbook located on Verso's website (versoco.com).</p> <p>Non-Defective Products - Verso does not accept returns of non-defective manufacturing, quick-turn or market pulp products.</p> <ul style="list-style-type: none">• Stock Items - Verso will accept returns of non-defective stock items provided (1) the return is approved in advance by the customer's Verso Customer Service Representative, (2) not more than 30 days elapse between the product's original delivery and its return to Verso and, (3) the product and its packaging is received in pristine condition. All returned stock items will be subject to a \$25.00/cwt restocking and handling charge as well as freight charges for both delivery and return. The minimum charge for returned product is \$250.00. |
| Additional Information | <p>This Sales Policy, as well as the Re:Solution Handbook, are incorporated by reference into and supplement the Terms and Conditions of Sale. Verso may change this Sales Policy at any time without notice. Other references available on our website (versoco.com) include the Freight Charge Table and the Standard Stocking Items Guide.</p> <p>For sheet products, refer to the Verso Sheet Sales Policy.</p> |