
	Title:	Delga Press Outworks Standards	Revision:	02
	Area:	All customers	Doc Owner:	J Cain
			Release date:	18/10/2023

Delga Press' QC Criteria


When Delga Press conduct QC checks on the work being produced, the following criteria is used. This guide is to be used for the purposes of transparency and for you, the customer, to understand faults that may arise during the production of your products. This is done through collecting samples while production occurs. These faults are ranked based on how severe the fault is to the product.

Fault	Details	Critical	Major	Minor
External or internal contamination	Any material dust (following C&C for example)			✓
Mixed cartons within a box	Different component codes mixed within a single delivery, that will require sorting	✓		
Labels on outer cartons incorrect	Outer cartons labels are wrong	✓		
Component not according to artwork	Incorrect artwork (different SKU)	✓		
	Missing or incorrect information legal and/or regulatory	✓		
	Incorrect identified component – Incorrect or missing customer required information		✓	
Incorrect component registration (not central)	Outside tolerance +/- 0.5mm on both horizontal & vertical			✓
Colour issues	Incorrect colour	✓		
	Colour variation in excess of 3.0ΔE		✓	
Missing, incorrect, barely visible, blurred or ghosted decoration (inc. Foil)	Legal text, product name, product brand (logo), content, ingredients, material symbol	✓		
	All other texts	✓		
Extra ink (ink splatter marks) spots/marks (including un-dispersed pigment), varnish, foil, hickies or bulls eyes (on all printed surfaces visible for all panels if identified when viewed at arm's length – 60cm)	Front text, brand logo, regulatory or ingredients – more than 2 on front panel blemish >0.25mm in size		✓	
	Front text, brand logo, regulatory or ingredients – more than 2 on front panel blemish <0.25mm in size			✓
	Back panel text – more than 3 on back panel blemish >0.25mm in size		✓	
	Back panel text – more than 3 on back panel blemish <0.25mm in size			✓
	Any blemish exceeding 1mm anywhere on the carton when erected		✓	
Missing print, design, colour or vanish (not text)	Visible at arm's length (60 cm) in normal lighting conditions		✓	
	Not visible at arm's length (60 cm) in normal lighting conditions			✓

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Fault	Details	Critical	Major	Minor
Print, foil or varnish is removed, flaking, smudged or smeared when 2 cartons, under normal use, are rubbed together	Carton print is removed easily when cartons are rubbed together, under normal use		✓	
Lamination	Delamination along the flaps, encroaching into a design		✓	
	Incorrect specification, e.g. gloss instead of matt	✓		
	Missing lamination	✓		
	Lamination not fully adhered (bubbling)		✓	
	Scuffing/rubbing/scratches (visible at arm's length – 60mm) in normal lighting conditions			✓
Cut and crease	Missing cut or creases	✓		
	Out of registration (not central) when compared to standard or artwork (acceptable tolerance +/-1.0 mm on both horizontal & vertical axis)		✓	
	Splitting, bursting creases – more than 4 mm		✓	
	Unable to break creases on flaps	✓		
	Uncut areas		✓	
	Excess carton material in slits >7 holes – carton board not stripped away correctly			✓
	Missing varnish	✓		
Spot and overall UV varnish	Damage visible at arm's length (60 cm) in normal lighting conditions		✓	
	Damage not visible at arm's length (60 cm) in normal lighting conditions			✓
	Out of registration (not central) when compared to standard or artwork (acceptable tolerance +/-1.0 mm on both horizontal & vertical axis)		✓	
	Flaking UV varnish		✓	
Embossing	Damage not visible at arm's length (60 cm) in normal lighting conditions			✓
	Damage visible at arm's length (60 cm) in normal lighting conditions		✓	
	Part of design missing		✓	
	Out of registration (not central) when compared to standard or artwork (acceptable tolerance +/-1.0 mm on both horizontal & vertical axis) excluding radius of embossing day		✓	

Acceptability

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Based on the criteria stated, Delga accepts the following issues internally and externally:

- Critical – 1% of order size
- Major – 2% of order size
- Minor – 4% of order size

While we do check for issues while in production, some of these issues may make their way to you the customer.

Unders

Because of the possibility of errors during the production line, we have set up an unders policy. This policy aims to inform, you, the customer that there may be a difference in numbers of products from what is shipped to what was ordered. If Delga produces less than ordered, we will only invoice you for the products that have been produced. The percentage that we can be under on the amount ordered is displayed in the below table:

Products ordered	Percentage under that is acceptable
≤10,000	2%
>10,000	1%

Delivery inspection

Upon delivery of product, please inspect all outer packaging for any visible faults that you, the customer, have with the cartons. Any faults that are identified, must be raised within 48 hours of delivery, photo evidence may be required at this stage. Please note, that we cannot raise any claims on damaged boxes or contents after this time. Following this, **all faulty products found inside damaged boxes, may be returned** to Delga. Once receiving the evidence, a further quality investigation will be conducted, compared to the samples taken during production and then trigger the corrective steps to resolve the fault.