

Dear customer,

Thank you for choosing a high quality textile product of the Neschen AG. Our products are manufactured on state-of-the-art production machines according to very strict quality specifications.

In digital printing fabrics are very new products and our customers are gradually gaining experiences in using them. For this reason we would like to present you basic regulations in using fabrics in this leaflet.

In difference to our terms of sales and delivery (see reverse) following has to be observed for complaints concerning fabrics:

Fault tolerances

During the manufacturing process of fabrics faults are inevitable. In our quality control all faults which are outside the norm are sorted out. Minor faults like e. g. knobs, thread breakage, thick and thin places, slubs, jutting threads which are not longer than 5 – 10 cm are marked and thus are no reason for complaint.

According to the standard conditions of the German textile industry following divergences for the delivery of fabrics are inside the tolerances:

- Length divergence + / - 3 %
- Weight divergence + / - 3 %
- Width divergence + / - 1 - 2,5 %
- Tolerance for bias stretch + / - 1,5 % on the fabric width
- Tolerance for shrinking + / - 3 - 5 %
- After washing a fabric it can shrink + / - 1 - 3 %
- Divergence of fibre composition + / - 5 - 10 %
- Colour divergence, e.g. degree of whiteness

Within the bounds of our quality assurance we try to fall below these tolerances and to deliver you a quality which is considerably above the standard of the German textile industry. If, despite of this, you determine a fault which is not within the above mentioned tolerances please inform us immediately by phone or in writing to enable us to analyse the fault.

In order to process your complaint as soon as possible we ask you to draw up following data and to send them to Neschen AG. Without this information it will not be possible to process your complaint!

- 1) Product designation, quantity of concerned running meters
- 2) Sample piece with clear marking of fault as well as a printed and a not printed sample over the complete width of fabric with indication of article number, production number and item number (see outside and inside label).
- 3) Detailed description of fault, indication of printer and used ink.
- 4) Please do not send the complete roll back to Neschen AG without prior request.

You will find the necessary information on the roll like this:



In most cases the returned sample will be sufficient for examination and fault analysis. Further steps we will agree with you. If it is necessary to ship the roll back you have to pack it safely for transport.

Sincerely yours,
Neschen AG