

Claim Procedures at Debs Corporation

The following section will describe the most common cases of fabric issues and how they should be handled with Debs Corporation.

CASE 1: FABRIC DEFECTS

Definition

A fabric defect includes problems physically noticeable on the surface of the fabric. This includes issues such as broken ends, double picks, missing thread, stains, holes, etc.

Claim Identification

A claim can be made to Debs in the following cases:

- when an individual roll exceeds 40 points (based on the 4-point system)
- when the number of 1 point defects on an individual roll exceeds 14
- when 10% of a consignment inspected has an average point value exceeding 28 points (based on the 4-point system)
- when 10% of a consignment inspected has 1 point defects averaging over 20 points

Claim Procedure

When a claim is identified, the following steps must be taken:

1. An e-mail notification must be sent to Debs together with the following information:
 - ➔ Order Number (on the roll tag)
 - ➔ Invoice Number
 - ➔ Customer PO#
 - ➔ Quality and Color Name
 - ➔ Dye Lot No.
 - ➔ Quantity Received
 - ➔ Quantity With Defects
 - ➔ Type of Fabric Defects Detected
2. Debs will ask for one roll to be sent back for inspection. This roll must be a roll that is rejected at the factory inspection. If time is constrained or if there is a fabric minimum issue, Debs may request to inspect the fabric at the factory to avoid having to send back a roll.
3. Debs will comment within 72 hours of receiving the roll.

IMPORTANT: Fabric must not be cut unless authorized by Debs. Debs is not liable for fabric issues that occur if the fabric is cut without their authorization.

CASE 2: COLOR SHADING

Definition

Color shading is recognized when there is a noticeable shade difference within the same roll. This includes side-to-side, side-to-center, and start-to-end shade differences.

Claim Identification

A claim can be made to Debs in the following cases:

- when a color shading difference is noticed during the factory's 10% inspection
- when a shade blanket shows distinct color shading

Claim Procedure

1. An e-mail notification must be sent to Debs together with the following information:
 - ➔ Order Number (on the roll tag)
 - ➔ Invoice Number
 - ➔ Customer PO#
 - ➔ Quality and Color Name
 - ➔ Dye Lot Numbers Affected
 - ➔ Quantity Received
2. The following information must also be provided:
 - ➔ Quantity Shaded
 - ➔ Replacement Quantity Necessary if Goods Cut with Narrow Marker
 - ➔ Other Possible Options to Resolve Problem
3. Debs will ask for 2 yards of shaded fabric to be sent along with a mock-up garment or a shade blanket (if available).
4. Debs will comment within 72 hours of receiving the samples.

IMPORTANT: Fabric must not be cut unless authorized by Debs. Debs is not liable for fabric issues that occur if the fabric is cut without their authorization.

CASE 3: OFF-SHADE AND/OR BATCH-TO-BATCH VARIATION

Definition

“Off-shade” refers to a fabric shade that has a distinct color shade difference against the approved standard and lies outside of the approved shadeband (if available).

“Batch-to-batch variation” refers to a distinct shade variation from one dyelot to another and lies outside of the approved shadeband.

Claim Identification

- when a shade of certain dyelots are distinctly off-shade to the approved color standard and also lies outside of the approved shadeband
- when there is a significant batch-to-batch difference that do not fit within the approved shadeband

Claim Procedure

1. An e-mail notification must be sent to Debs with the following information:
 - Order Number (on the roll tag)
 - Invoice Number
 - Customer PO#
 - Quality and Color Name
 - Dye Lot Numbers Affected
 - Quantity Received
 - Quantity Being Claimed
2. Debs will ask for 2 yds of the rejected shades to be sent for review.
3. Debs will comment within 72 hours of receiving the samples.

IMPORTANT: Fabric must not be cut unless authorized by Debs. Debs is not liable for fabric issues that occur if the fabric is cut without their authorization.

CASE 4: IRREGULAR CASES

There may be rare cases where an issue that arises does not fit into any of the above categories. This may include factors that involve the actual performance of the fabric. In such cases, similar procedures apply, and Debs must be given a detailed description of the issue. Due to the rarity of such cases, Debs may physically visit the factories to better understand the problem.