



James Cropper is committed to providing the best service and support to our customers: by continuously improving our people, policies and processes we aim to be consistently best in class.

In order to improve our standards of service delivery, and provide our customers with consistency and clarity on order promises, we have committed to a standard service offer. Our offer outlines the standards of service that you can expect in your dealings with us.

RYDAL PACKAGING COLLECTION

Shades:	Bright White	Natural White	Pure White
Furnishes:	50% Recycled	100% Recycled	25% Recycled
Grammages:	120, 220 and 350 gsm		
Sheet Size:	720 x 1020 mm		

Shades:	Eclipse Black	Shadow Black	Obsidian Black
Furnishes:	50% Recycled	100% Recycled	25% Recycled
Grammages:	120, 220 and 350 gsm		
Sheet Size:	720 x 1020 mm		

MAKING SCHEDULE

Production is based on making week cycles. For example, orders placed by Friday of week 1 will be made week 3 (assuming we have a reservation or space in the planning schedule).

MINIMUM ORDER QUANTITIES (MOQS)

PAPERMAKING	MOQs (Tonnes) based on shade can be made up of separate order references for grammage and size	PRODUCTION TOLERANCES are based on order reference quantity (Tonnes)	
Shade	3	<3	+/- 20%
Grammage	1	3 - 10	+/- 15%
Size	1	>10	+/- 10%

PRODUCTION FREQUENCY

Dependent upon the paper machine we offer a production frequency of 3-4 weeks.

Further process lead times to be provided at time of enquiry.

Please refer to our general Standard Service Offer for tolerances and other MOQs.



SAMPLING AND PROTOTYPING

SAMPLES	QUANTITIES
A4 Samples (Pack)	5 - 10 sheets
B1 Samples (Pack)	120 gsm = 100 sheets 220 gsm = 100 sheets 350 gsm = 50 sheets
B1 Samples (Pallet)	Please enquire with our customer service team on total cost, including shipment <i>Maximum / minimum of 1 pallet per customer</i>

Samples can be ordered through:

- The James Cropper website: [jamescropper.com/products/order-samples](https://www.jamescropper.com/products/order-samples) (A4 and B1 packs only)
- Contacting customer services at: customerservice@cropper.com (A4, B1 packs and pallet)

RESERVATIONS

CUSTOMER

By agreement, customers with regular orders can schedule their production and delivery requirements in advance with a reservation on machine. Customer reservations are based on a commitment to place a corresponding order (+/- 25% flexibility) that meets MOQs.

Please note that failure to take up a reservation may result in scheduled reservations being withdrawn.

CONTACT US

We are committed to providing excellent customer service at all times.

There may be occasions when our service falls below an acceptable standard, should that be the case please contact a member of the Customer Service team or email: customerservice@cropper.com