



Avery Dennison Service Guide

There are important improvements to service across our Select Solutions portfolio. This folder is a short guide revealing what Avery Dennison can do to enable demanding applications, on projects of all sizes.

As always, full technical support is on hand to solve your challenges. Read on to find out how Fasson® EXACT™, Mix & Match™, Engineered Solutions and a whole lot more can transform business opportunities for converters in every segment - including access to the materials you need with lead times of just one day.

Select Solutions™

Find your EXACT match

Our Fasson® **EXACT™** and **Ready Width™** services have been updated and extended to cover even more of the Select Solutions portfolio.

Now you can access more materials tailored precisely to your application needs, with a typical lead time of just one day¹. That means service options and material choices to kickstart new business and grow your bottom line.

Low-volume rolls and custom widths are crucial for some projects, giving label converters all-important inventory and cost control. Our newly extended Fasson EXACT and Ready Width service levels (available for Select Solutions products) let you respond more quickly to end-user requests for specialty label constructions. Low minimum order quantities give you real flexibility for special projects, across more applications than before.

¹ Order ready to leave the plant.

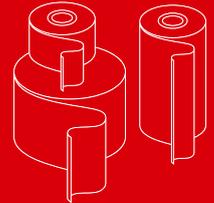
Select Solutions™

Find your EXACT match



Service guidelines

Ready Width MOQ = **1 roll**²
 Typical EXACT MOQ = 1000m² (some less)
 24 hrs Ready For Shipment³
 Exact roll width (> 100 mm)



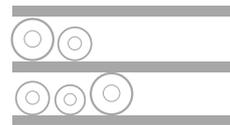
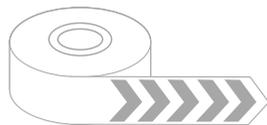
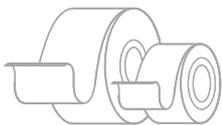
Fasson EXACT™

Our EXACT service allows you to order an exact roll width at a predefined length.

Benefits

Fasson Ready Width™

The Ready Width service allows you to purchase low volume products at standard widths and lengths. It includes products with a length of only 500 linear metres.



More flexible - for new opportunities

Small rolls for specialised projects, delivered fast

Better operational efficiency

With reduced carry-over between runs

Reduced inventory

Improved stock management and less warehouse space

Less waste

Fewer wasted roll remainders and offcuts

In addition to the EXACT and Ready Width services mentioned in this brochure, more EXACT and Ready Width products are available in local distribution centres. Please contact your sales representative for more information. More than 150 products are available under the EXACT and Ready Width programs for the Select Solutions portfolios.

² A handling charge of 50€ might be applicable for low MOQ orders.

³ Delivery time depends on plant location. Weekends and bank holidays are excluded.



Fasson EXACT™

ITEM	PRODUCT DESCRIPTION	LENGTH (METERS)
Silver Polyester Films		
AA146	TRANSFER PET MATT SILVER AL170-BG42WH	1000
AA644	TRANSF PET MATT CHR TOP S8020-BG42WH	1000
AA646	TRANSFER PET MATT SILVER S8020-BG42WH	1000
AF032	TRANSF PET MATT CHR TOP S8001-BG42WH	1000
Transparent Polyester Films		
AC397	TRANSFER PET TRANS TOP S8020-BG42WH	1000
White Polyester Films		
AA145	TRANSFER PET MATT WHITE AL170-BG42WH	1000
AA642	TRANSFER PET WHITE TOP AL170-BG42WH	1000
AA639	TRANSFER PET WHITE PT S8020-BG42WH	1000
AA641	TRANSFER PET WHITE TOP S8020-BG42WH	1000
AA643	TRANSFER PET MATT WHITE S8020-BG42WH	1000
AC463	TRANSF PP TR 75 MATT WH S8020-BG42WH	1000
AF030	TRANSFER PET MT WH TC6 S8001-BG42WH	1000
AF031	TRANSFER PET WHITE TOP S8001-BG42WH	1000
Other Films		
AA647	OVERLAMINATING PET25 AL170-HF80	1000
AA648	PVC OUTDOOR WHITE AL170-BG42WH	1000
AS675	OVERLAM PET23 UV S8020-PET23	1500


Fasson Ready Width™

ITEM	PRODUCT DESCRIPTION	LENGTH (METERS)	WIDTH (MM)
Aluminium			
BE726	ALU 60 WHITE TOP S8093-BG50WH	500	0.25
BE776	ALU TAG 175 WHITE TOP	250	0.25
Polyimide Films			
AH415	POLYIMIDE II MATT WH S8088-50#SCK	420	0.15, 0.3
AI300	POLYIMIDE I MATT WHITE S8088-50#SCK	420	0.150
BB810	POLYIMIDE I WH TC14 S8088-BG50WH	500	0.1, 0.125, 0.25
BC133	POLYIMIDE II WH TC14 S8088-BG50WH	500	0.25
BC668	POLYIMIDE I GL WH TC13 S8088-BG50WH	500	0.25
Silver Polyester Films			
AA645	TRANSF PET MATT CHR TOP AL170-BG42WH	1000	0.125, 0.166, 0.2, 0.25, 0.333
AA674	TRANSF PET MATT CHR TOP S8015-BG42WH	1000	0.125, 0.166, 0.2, 0.25, 0.333
AD221	TRANSF PET MATT CHR TOP S8030-BG42WH	1000	0.125, 0.166, 0.2, 0.25, 0.333
AP062	TRANSF PET MATT CHR PT12 S8007-BG40WH	1000	0.125, 0.166, 0.2, 0.25, 0.333
AB048	PET VOID CHECK MATT CHR S8015-BG42WH	1000	0.125, 0.166, 0.200, 0.25, 0.333
Transparent Polyester Films			
AC393	TRANSFER PET TRANS TOP AL170-BG42WH	1000	0.125, 0.166, 0.2, 0.25, 0.333
AD220	TRANSFER PET TRANS TOP S8030-BG42WH	1000	0.125, 0.166, 0.2, 0.25, 0.333
White Polyester Films			
AD222	TRANSFER PET WHITE TOP S8030-BG42WH	1000	0.125, 0.166, 0.2, 0.25, 0.333
AA670	TRANSFER PET WHITE TOP S8015-BG42WH	1000	0.125, 0.166, 0.2, 0.25, 0.333
AA672	TRANSFER PET MATT WHITE S8015-BG42WH	1000	0.125, 0.166, 0.2, 0.25, 0.333
AD223	TRANSFER PET MATT WHITE S8030-BG42WH	1000	0.125, 0.2, 0.25
AJ059	TRANSFER PET WHITE TOP S8049-BG42WH BSS	1000	0.125, 0.166, 0.2, 0.25, 0.333
AF029	TRANSFER PET WHITE PT S8001-BG42WH	1000	0.125, 0.166, 0.2, 0.25, 0.333
AN754	TRANSFER PET MATT WH TC6 S8030-BG42WH	1000	0.125, 0.166, 0.2, 0.25, 0.333
BD843	TRANSFER PET WHITE PT16 S8007-BG40WH	1000	0.125, 0.166, 0.2, 0.25, 0.333
Other Films			
AB048	PET VOID CHECK MATT CHR S8015-BG42WH	1000	0.125, 0.166, 0.2, 0.25, 0.333
AE407	OVERLAMINATING PET25 S8020-BG42WH	1000	0.125, 0.166, 0.2, 0.25, 0.333
AA948	PVC OUTDOOR MATT WH AL170-BG42WH	1000	0.125, 0.166, 0.2, 0.25, 0.333

Codes/products can be subject to change.



Fasson EXACT™

ITEM	PRODUCT DESCRIPTION	LENGTH (METERS)
Coated Papers		
AF970	HGWINE PREMIUM FSC S2047N-BG45WH IMP	2000
AC836	HGWINE PREMIUM FSC S2030-BG45WH	2000
AC461	HGWINE PREMIUM FSC WLA-BG45WH	2000
AG600	LINEN S2047N-BG45WH IMP	2000
AG628	MATT WINE FSC S2047N-BG45WH IMP	2000
AD310	MATT WINE FSC S2030-BG45WH	2000
AL571	MATT WINE FSC S2030-PET23	2000
AB224	MATT WINE FSC WLA-BG45WH	2000
Uncoated Papers		
AA335	EPIQUE S2047N-BG45WH IMP	2000
AU564	MARTELE BLANC FSC S2047N-BG45WH IMP	2000
AD963	MARTELE BLANC FSC S2030-BG45WH	2000
AC091	MARTELE BLANC FSC WLA-BG45WH	2000
AW374	MARTELE BLANC FSC-S2030-PET23	2000
AW792	MARTELE CREME FSC S2047N-BG45WH IMP	2000
AI544	RUSTIQUE BLANC FSC S2047N-BG45WH IMP	2000
AI553	RUSTIQUE BLANC FSC S2030-BG45WH	2000
AT728	RUSTIQUE BLANC FSC S2030-PET23	2000
AL758	RUSTIQUE BLANC PLUS S2047N-BG45WH	2000
AE630	RUSTIQUE CREME FSC S2047N-BG45WH IMP	2000
BD556	SABLE BLANC FSC S2047N-BG45WH IMP	2000
BE558	SABLE BLANC FSC S2030-BG45WH	2000
BE559	SABLE BLANC FSC S2030-PET23	2000
BE562	SABLE CREME FSC S2047N-BG45WH IMP	2000
BE969	SABLE BLANC PLUS FSC S2047N-BG45WH	2000
BG543	SABLE CREME FSC S2030-BG45WH	2000
AI540	VERGE BLANC FSC S2047N-BG45WH IMP	2000
AI552	VERGE BLANC FSC S2030-BG45WH	2000
AH438	VERGE CREME FSC S2047N-BG45WH IMP	2000
AF061	VERGE CREME FSC S2030-BG45WH	2000

Fasson Ready Width™

ITEM	PRODUCT DESCRIPTION	LENGTH (METERS)	WIDTH (MM)
Coated Papers			
AE653	FROZEN ORION PLUS DIAM S2047N-BG45WH IMP	1000	0.25, 0.333
AM838	FROZEN QUARTZ PLUS S2047N-BG45WH	1000	0.25, 0.333
AE533	HGWINE PERLE FSC S2047N-BG45WH IMP	1000	0.25, 0.333
AG600	LINEN S2047N-BG45WH IMP	1000	0.25, 0.333
AG628	MATT WINE FSC S2047N-BG45WH IMP	1000	0.25, 0.333
Uncoated Papers			
AF967	ALINEA BLANC S2047N-BG45WH IMP	1000	0.25, 0.333
AU266	COTTON WHITE S2047N INC-BG45WH	1000	0.25, 0.333
AW682	COTTON EXTRA WHITE S2047N INC-BG45WH IMP	1000	0.25, 0.333
BD733	GRAPE TOUCH FSC S2047N-BG45WH IMP	1000	0.25, 0.333*
AU564	MARTELE BLANC FSC S2047N-BG45WH IMP	1000	0.25, 0.333
AL205	MARTELE BLANC PLUS S2047N-BG45WH	2000	0.2, 0.25, 0.333
AL758	RUSTIQUE BLANC PLUS S2047N-BG45WH	1000	0.333
BD556	SABLE BLANC FSC S2047N-BG45WH IMP	1000	0.25, 0.333
AH438	VERGE CREME FSC S2047N-BG45WH IMP	1000	0.25, 0.333
Metallised and Films			
AH955	MP PLUS SILVER S2047N-BG45WH IMP	1000	0.25, 0.333
AB116	PP120 MATT WINE S2047N-BG45WH IMP	1000	0.25, 0.333
AM098	SILVER FOIL EMBOSS S700 INC-BG45WH	500, 1000	0.2, 0.333, 0.25
AE733	AE733 PP TOP CLEAR S4000N-PET23/BG40WH	2000	0.25, 0.333

* Leadtime 7 business days

Codes/products can be subject to change.




Fasson Ready Width™

ITEM	PRODUCT DESCRIPTION	LENGTH (METERS)	WIDTH (MM)
Black Collection			
BH341	COTTON BLACK S2047N INC-BG45WH	1000	0.25, 0.333*
BI441	MARTELE BLACK FSC S2047N-BG45WH	1000	0.25, 0.333*
BI477	MATT WINE BLACK FSC S2047N-BG45WH	1000	0.25, 0.333*
BI443	SOFT TOUCH BLACK FSC S2047N-BG45WH	1000	0.25, 0.333*
Sensorial Collection			
BC271	CLOUD WHITE FSC S2047N-BG45WH	1000	0.25, 0.333*
BC274	FIBERS LOOK FSC S2047N-BG45WH	1000	0.25, 0.333*
BC273	SKINNY FSC S2047N-BG45WH	1000	0.25, 0.333*
BG348	SOFT TOUCH WHITE S2047N-BG45WH IMP	1000	0.25, 0.333*
BG358	TYVEK 54 S2030-BG45WH	1000	0.25, 0.333*
BI304	PAPER WATERMARK FSC S2030-BG45WH	1000	0.25, 0.333*



pharmasolutions



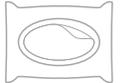
Fasson EXACT™

ITEM	PRODUCT DESCRIPTION	LENGTH (METERS)
AS495	MC PHARMA FSC S692NP-BG40WH	2000
AA024	LW60 FSC S451-BG45WH IMP	2000
AA025	LW60 FSC S451-BG45WH	2000
AE082	LW FSC S2000NP-BG40WH	2000
AH431	LW FSC S692NP-BG40WH	2000
AL971	LW FSC S2045NP-BG45WH	2000



Fasson Ready Width™

ITEM	PRODUCT DESCRIPTION	LENGTH (METERS)	WIDTH (MM)
AZ452	PP TOP WHITE S2196-BG40WH	1000	0.200



reclosure|removable solutions



Fasson EXACT™

ITEM	PRODUCT DESCRIPTION	LENGTH (METERS)
Removables		
AA016	VELLUM EXTRA R100-BG40BR IMP	2000
AS192	PE85 TOP WHITE R5000N-BG40WH	2000
AX451	PP TOP CLEAR C3-BG40WH	2000
AX452	PP TOP WHITE C3-BG40WH	2000
AX559	PP LIGHT TOP CLEAR C3-BG40WH	2000
Reclosure		
AF991	PP TOP CLEAR UVR145-BG40WH	2000
AG748	PP TOP WHITE UVR145-BG40WH	2000
AO633	PP LIGHT TOP CLEAR R1490M-BG40WH	3000
AQ959	PP LIGHT TOP WHITE R1490M-BG40WH	2000

* Leadtime 7 business days

Codes/products can be subject to change.

**Fasson EXACT™**

ITEM	PRODUCT DESCRIPTION	LENGTH (METERS)
BC449	PE85 BIOB WHITE S692N-BG40WH	2000
BC638	MATTCOVER S2045N-BG40BR IMP	1000
AA571	MC PRIM BLUE OPQ FSC S2000N-BG40BR	2000

**Fasson Ready Width™**

ITEM	PRODUCT DESCRIPTION	LENGTH (METERS)	WIDTH (MM)
AR633	PP90 TOP BLACK S692N-BG45WH	500	0.2, 0.333
AB709	HGFP SHIMMER TOP S2000N-BG40BR	500	0.333
AG405	TYVEK75 S692N INC-BG50WH	500	0.2, 0.333
AX159	THERMAL PP25 MATT CLEAR S692N-BG40WH	1000	0.2, 0.333
AX909	THERMAL PP70 MATT CLEAR S692N-BG40WH	500	0.2, 0.333
AH952	ACETATE SATINCLOTH S3100-BG40WH	500	0.2, 0.333
AU514	ACETATE SATINCLOTH S697-BG45WH	500	0.2, 0.333
AM098	SILVER FOIL EMBOSS S700 INC-BG45WH	500, 1000	0.2, 0.25, 0.333

securitysolutions

**Fasson Ready Width™**

ITEM	PRODUCT DESCRIPTION	LENGTH (METERS)	WIDTH (MM)
AB048	PET VOID CHECK MATT CHR S8015-BG42WH	1000	0.125, 0.166, 0.200, 0.25, 0.333
AA973	ZZ VOID PET50 MATT SILV S697-BG45WH	500	0.2, 0.25
AB176	VOID PET50 WHITE S697-BG45WH	500	0.2, 0.25
AC941	FLEXSECURE SILVER S697-BG45WH	500	0.2, 0.25
AF289	ACETATE CLEAR S697-BG40BR	500	0.166, 0.2
AI881	PE HD TAMPEREVIDENT WH S3100-BG45WH	1000	0.166, 0.2, 0.25
AB079	PE HD TAMPEREVIDENT S700-BG45WH	1000	0.166, 0.2, 0.25

industrialsolutions

**Fasson EXACT™**

ITEM	PRODUCT DESCRIPTION	LENGTH (METERS)
AA102	PE80 DATA MATT WHITE D170 INC-BG50WH	2000
AM664	TRANSFER PEHD105 S445N-BG40BR	2000
AN025	TRANSFER PEHD105 S2045N-BG40BR	2000
AD385	PRIMAX PLUS S277-BG45WH IMP	3000
AF170	PE100 WHITE S277-BG45WH IMP	2000
AF172	PE100 TOP WHITE S277-BG45WH IMP	2000
AA717	FOAMTAC II S2000N-BG40WH	2000

Codes/products can be subject to change.

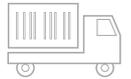


Fasson EXACT™

ITEM	PRODUCT DESCRIPTION	LENGTH (METERS)
AN196	DIG INDI PP TOP CLEAR S692N-BG40WH	2000
AN535	DIG INDI MC80 TOP FSC S2000N-BG40BR	2000
AQ206	DIG INDI PE85 TOP WHITE S692N-BG40WH	2000
AQ814	DIG INDI PE85 TOP CLEAR S692N-BG40WH	2000
AP884	DIG INDI PP TOP WHITE S692N-BG40WH	2000
AZ268	DIG INDI PP50 TOP SILVER S692N-BG40WH	2000
AB764	DEMAND JET MATT FSC S2000N-BG40WH	1000
AQ474	DEMAND JET GLOSS FSC S2000N-BG40WH	1000, 2000


Fasson Ready Width™

ITEM	PRODUCT DESCRIPTION	LENGTH (METERS)	WIDTH (MM)
AN534	DIG INDI MC80 TOP FSC S2045N-BG40BR	2000	0.333
AV595	DIG INDI PP50 TOP WHITE S7000-BG40WH FSC	2000	0.333
AX616	DIG INDI PP50 TOP CLEAR S7000-BG40WH FSC	2000	0.333
BF736	DIG IND SABLE BLANC FSC WLA-BG45WH	1000	0.332
AP447	DIG INDI MP PLUS TP SILV S2000N-BG40BR	1500	0.332
AQ988	DIG INDI MARTELE BLANC S2047N-BG45WH IMP	1000	0.332
AQ993	DIG IND FROZ OR TOP DIAM S2047N-BG45WH IMP	1000	0.332
AT043	DIG INDI RUSTIQUE BL FSC S2047N-BG45WH	1000	0.332
AT082	DIG INDI VERGE TOP BLANC S2047N-BG45WH	1000	0.332
AW393	DIG WBIJ PP TOP GLOSS WH S692N-BG40WH	1000	0.200
AW404	DIG WBIJ PP TOP CLEAR S692N-BG40WH	1000	0.200
AW405	DIG WBIJ PP TOP SATIN WH S692N-BG40WH	1000	0.200
AX697	DEMAND JET SEMI GL FSC S2000N-BG40BR	1000	0.25
AY812	WBIJ PP100 MATT WHITE S692N-BG40WH IMP	1000	0.200



Fasson EXACT™

ITEM	PRODUCT DESCRIPTION	LENGTH (METERS)
AA254	PB VELLUM EXTRA FSC 2XS2000N-BG40WH/BG40BR	2000
AA286	PB MC PRIMECOAT 2XS2000N-BG40WH/BG40BR	1500

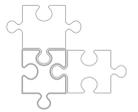

Fasson Ready Width™

ITEM	PRODUCT DESCRIPTION	LENGTH (METERS)	WIDTH (MM)
AC882	THERMAL PP100 TOP R5000N-BG40BR	500	0.2, 0.333


Fasson EXACT™

ITEM	PRODUCT DESCRIPTION	LENGTH (METERS)
AE840	LASERCOPY GLOSS FSC S2012HTC-HF55	2000
AF249	COLOUR INKJET MATT S2012HTC-HF55	4000

Codes/products can be subject to change.



Mix & Match™ service

Custom constructions for optimal performance

Our enhanced Mix & Match™ service allows label converters to request a precise combination of adhesive, face material and release liner. It opens up whole new opportunities to innovate and differentiate.



As with all Avery Dennison products, extensive support comes as standard, for printers, converters, packers and end-users. One of our technical specialists (see page 11) can help you to determine which existing or tailor made product is the optimal solution for any given application - and if none of our thousands Mix and Match combinations meet your requirements, we work closely with you to produce the right engineered solution.

PORTFOLIO CHARACTERISTICS:

- > Thousands of possible Mix & Match combinations
- > Custom engineered solutions
- > Low minimum order quantity of 1000m² from 1m coater
- > Shipment within 7 business days after order confirmation*
- > 2m capability (with 12000m² MOQ)

GOING FURTHER: EXTENDED CUSTOMISATION

High performance and specialized labelling solutions are enabled by the extended Mix and Match process, with technologies that including (but are not limited) to the following

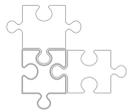
- > Piggybacks (multi-layer constructions)
- > Special gum patterns
- > Transfer tapes (TT)
- > Gum twins (GT)
- > Opaque treatments in different colours

*Signing off (complex) special gum patterns may cause delay

Most adhesives and materials are available with special gum patterns, and technical specialists can help you to achieve the most practical solution within manufacturing limits (e.g. minimum adhesive and gum-free lane widths).

Note: Each customer will receive an indication of shipping time to their location (which is subject to production location, customer plant location and can be determined by the local representative).

A new extended Mix & Match service now also makes custom product designs available across all locations - giving converters many new opportunities to create bespoke label constructions. The service supports low minimum order quantities (note that lead times may be affected to a small degree).



Mix & Match™ service

Real-world lead times

A typical turnaround time from start to finish is around 10 business days for Mix & Match orders. See how the ordering process works.

- **Customer**
Requests non-standard product

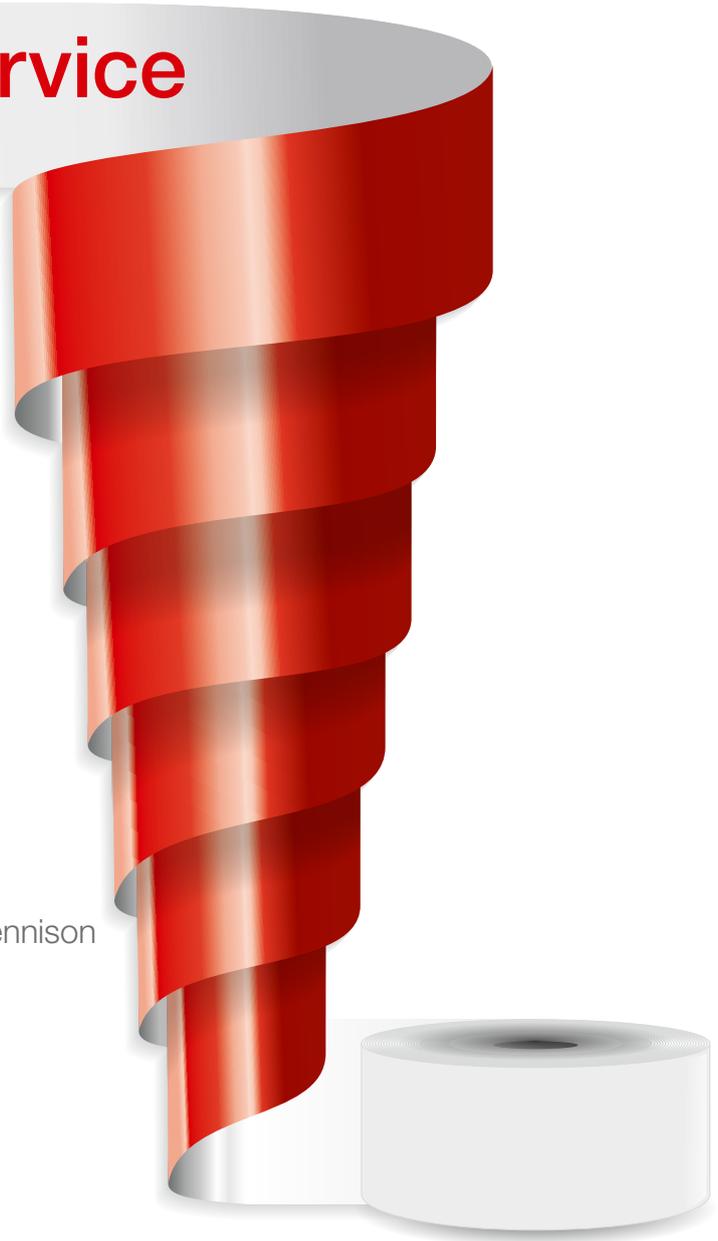
- **Avery Dennison**
Prepares price quotation and product design
» sends to customer

- **Customer**
Approves proposal
» sends approval notification to Avery Dennison

- **Avery Dennison**
Sends customer new product code for ordering

- **Customer**
Places the order

- **Avery Dennison**
Sends order confirmation
 - > After order confirmation (within 7 business days)
 - > Coats and finishes the material
 - > Ready for shipment to the customer



Avery Dennison *AD*vantage Technical Excellence team

Innovative and unique label design - from Avery Dennison Engineered Solutions

Our 'Engineered Solutions' service helps you to develop innovative custom-made labels, differentiating your offering and meeting your precise application needs. The Avery Dennison *AD*vantage: Technical Excellence team offers some of the industry's most experienced professionals, all ready to help walk you through developing a unique packaging solution. They work directly with you to understand your individual needs and product requirements, then help you to differentiate your company and give your clients sound solutions.

The team helps with trends, technical issues, innovations, and material capabilities and solutions. You'll benefit from up-to-date information that is critical when competing on shelves and in today's economy.



Giovanni Matarazzo



Gerrit Heersink

>> Meet two members of the *AD*vantage: Technical Excellence team Gerrit Heersink and Giovanni Matarazzo

Q What's a typical a day for you?

A Each day is different - from an office based day to visiting a customer or end-user. It's important to be flexible, and respond to requests fast. We act as consultants. Some requests can be resolved quickly, over the phone, but many need more complex answers, with testing and analysis. Field trials are the most rewarding - helping converters to make things work.

Q What's a project you are proud of?

A There are many. It's all about working with outstanding colleagues, and seeing all of our efforts come together with very successful innovations. That can involve anything from a change in adhesive to improve rough surface adhesion through to meeting highly demanding facestock or colour requirements.

Q What are the team's strengths?

A Being flexible and showing ownership. We have a team with a 'can do' attitude and a willingness to respond fast.

Q What's the one thing that helps you to respond to customers quickly?

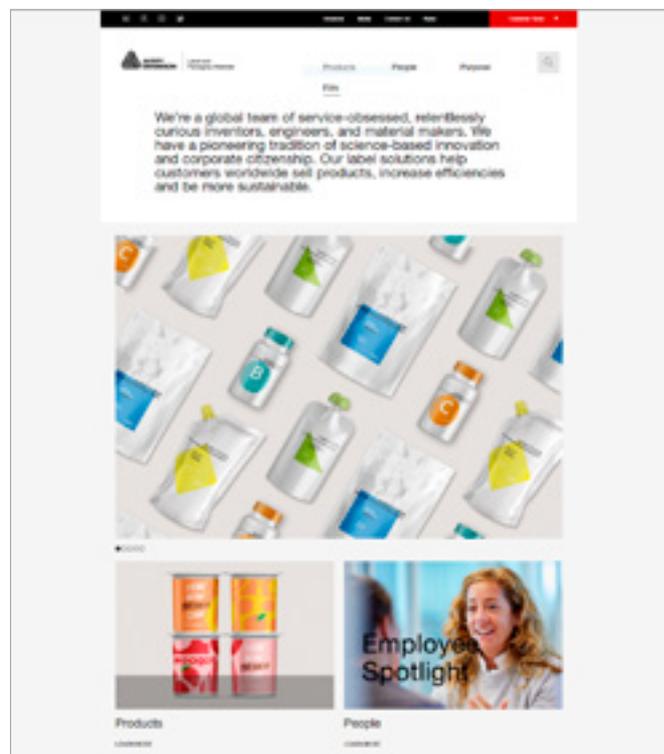
A Detail! The more we know about an issue or a specific application problem, the faster we can find a good solution.

Avery Dennison

Technical base information

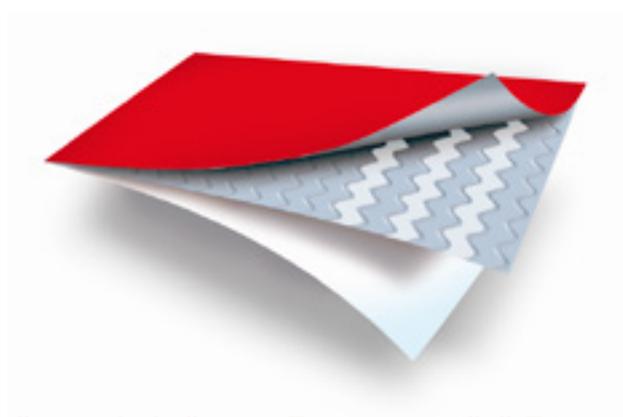
A wealth of additional information is available on the **Avery Dennison website** (label.averydennison.eu), providing you details of products, news on important innovations, and links to catalogues and technical datasheets.

Use our product finder for support with choosing the product for a particular application. The latest versions of technical datasheets are also available for download (and extra help is always available from your sales representative).



Complete Compliance portal

Our Complete Compliance portal keeps you up to date with emerging legislative requirements, and includes a wide range of Avery Dennison materials. This is a convenient compliance resource that offers summaries of relevant topics such as food contact as well as updates on recent compliance information. Customised and personalised compliance statements are also available to support your application.



Special Gum Pattern (SGP)

Avery Dennison engineers are on hand to help create the right special gum pattern - helping you to arrive at a design that safeguards performance and productivity. The result is a gum pattern that meets the needs of label converters and end users alike.

Avery Dennison Customer Care Center (CCC)

The Avery Dennison Customer Care Centre (CCC)

A dedicated customer care department located in Luxembourg, with team members different nationalities - ensuring that languages are spoken fluently and the best service offered to customers. When we receive product or quality questions about the materials you received, our mission is to investigate and find an answer as quickly as possible.

We also provide important and relevant inputs to improvement projects in the manufacturing plants, and work closely with both our field sales force and our plant operational teams.

The way we work

Problem solving principles are used to provide you with an answer to questions about materials you received. A streamlined process governs the handling of each request, starting with establishing four essential elements for an investigation: **CARE** (see illustration).

Our team tracks the product concerned to the manufacturing site, and then a multi-functional team is established to support answering your question and ensure that corrective and preventive actions are put in place where needed.



"The information in this document can be considered as an invitation to talk to your sales representative who can help you define the most optimal service settings for your requirements



C Customer question

>> Description of question

A Analysis and understanding of the request

>> Order numbers, etc.

R Roll & material information

>> Roll ID

E Electronic support documents

>> Photo, video, scan, screenshot

Document Glossary

CCC	Customer Care Center
CSR	Customer sales representatives / In house sales desk
CTO	Coat to order
EXT	Fasson® EXACT™ program supports the business with the optimised widths needed for the print job
FSR	Field sales representatives
FTO	Finish to order
GT	Gum Twins
M&M	Mix and Match service
MOQ	Minimum Order Quantity
Piggyback	Multi-layer construction
RW	Fasson® Ready Width™ single roll program to support smaller print jobs or sampling your new business opportunities
SGP	Special Gum Pattern
TSS	Technical Sales Support
TT	Transfer Tapes

DISCLAIMER - All Avery Dennison statements, technical information and recommendations are based on tests believed to be reliable but do not constitute a guarantee or warranty. All Avery Dennison products are sold with the understanding that purchaser has independently determined the suitability of such products for its purposes. All Avery Dennison's products are sold subject to Avery Dennison's general terms and conditions of sale, see <http://terms.europe.averydennison.com>

©2017 Avery Dennison Corporation. All rights reserved. Avery Dennison and all other Avery Dennison brands, this publication, its content, product names and codes are owned by Avery Dennison Corporation. All other brands and product names are trademarks of their respective owners. This publication must not be used, copied or reproduced in whole or in part for any purposes other than marketing by Avery Dennison.

2017-10_18037EN



Label and
Packaging Materials

North Asia
5th Floor, Hongye Park
1801 Hongmei Road,
Xuhui District 200233,
Shanghai, China
+86 21 33951888

**South Asia Pacific and
Sub-Saharan Africa**
460 Alexandra Road
#28-02/03
Singapore 119963
+65 6430 7000

Europe
Willem Einthovenstraat 11
2342 BH Oegstgeest
The Netherlands
+31 85 000 2000

Latin America
Rodovia Vinhedo-
Viracopos, KM 77
CEP 13280-000
Vinhedo - SP, Brazil
+55 19 3876-7600

North America
8080 Norton Pkwy
Mentor, OH 44060
800.944.8511