

PHOTO INSTRUCTIONS

How to document received Products and damaged goods

The Buyer must comply with the following photo instructions in order to fulfil the terms and conditions under the contract entered into with the Seller.

- **Upon receipt of Products:**
Minimum three (3) photos per package that is received according to below instructions.
- **Upon discovery of a damage:**
Minimum five (5) photos (video if possible) per package that is received and/or claimed according to below instructions.

Photos taken to document damage/defects and/or deviations from the agreed specification, and to be attached to the aforementioned claim report, must include the following: one photo showing the entire side of the package and one photo showing the package specification (timber package number, Bill of Lading ("B/L") marking, and shipping mark). If the claim relates to the moisture condition of the goods, then one photo showing the measured moisture content of the timber piece should be taken.

Please refer to the description on page 3 for instructions on how to measure the moisture content. Below are examples of approved and non-approved photographs.

EXAMPLES OF PHOTOS UPON RECEIPT



Photo showing the full length of the timber package.



Photo showing the specification (package number, Bill of Lading ("B/L") marking, and shipping mark)



Photos showing the measured moisture content of the timber piece.

EXAMPLES OF ADDITIONAL PHOTOS TO BE TAKEN IN CASE OF ALLEGED DAMAGE



Photo showing the damage(s) to the products.



Photo showing all damaged pieces together with an image of the entire timber package.

EXAMPLES OF NON-APPROVED PHOTOS FOR A CLAIM



Photo showing only a few pieces from the timber package along with the piece(s) claimed to be of incorrect quality.

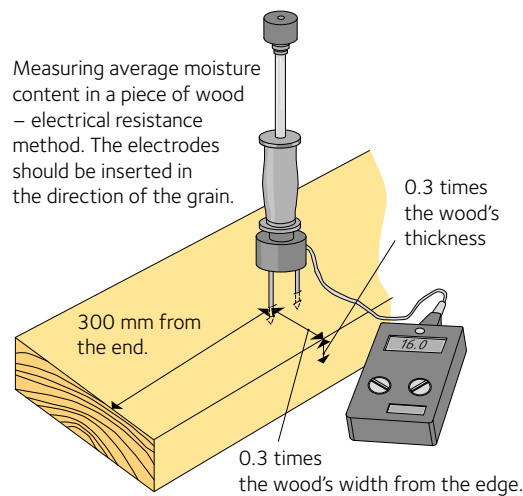


Photo showing only a few knots in a timber package, which cannot be used to substantiate a quality claim.

Measuring Moisture Content

For timber claims, spot checks must be conducted on a number of timber pieces using an electric resistance moisture meter with insulated hammer electrodes to verify that the correct moisture content has been delivered. The moisture content of a plank shall be measured in accordance with SS-EN 13183-2 and SS-EN 13183-2/AC:2004 as follows:

Measure 300 mm from the end of the plank. Insert the insulated hammer electrodes into the flat side of the timber along the grain direction, positioned along an imaginary line located 0.3 of the timber width from the edge. The penetration depth must be 0.3 of the timber thickness. See the figure below.



Measuring average moisture content

The functionality of electric resistance moisture meters with insulated hammer electrodes must be verified using a calibration block prior to conducting moisture content measurements.

Softwood Contract 2015, was adopted by the Finnish Forest Industries Federation, the Swedish Forest Industries Federation and the Norwegian Wood Industry Federation in 2015.



Swedish Wood disseminates knowledge about wood, wood products and wood in construction, contributing towards a sustainable society and a thriving sawmill industry. We achieve this by inspiring, educating and driving technical advances.

Swedish Wood represents the Swedish sawmill industry and is part of the Swedish Forest Industries Federation. Swedish Wood represents the Swedish glulam, CLT and packaging industries, and collaborates closely with Swedish builders' merchants and wholesalers of wood products.

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