

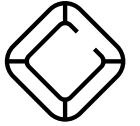
We know quality doesn't cut corners. We're square.

Here at Calyx Containers, we are passionate about product preservation. We care deeply about quality because we know that you, our customers, trust that our packaging will preserve your cannabis products to the highest standard. Our team is committed to utilizing cutting-edge technology in an effort to continually improve your experience with our products.

As a valued partner, we want you to be aligned with the standards we hold ourselves to and where we have set our Acceptable Quality Levels (AQLs). Although some defects are to be expected with any manufacturing process, the purpose of implementing the quality control standards below is to minimize their impact on your experience.

If you do experience any defects, we encourage you to reach out to your Calyx Containers contacts to report them so that we can work towards a resolution. Your reporting will also provide our Quality Assurance team with precise data for continuous improvement.





Quality is in our DNA

No manufacturing process is 100% defect-free. Knowing this, Calyx Containers holds our manufacturing processes accountable to Acceptable Quality Levels (AQL).

AQLs are a set of criteria used to determine the acceptable level of defects or issues in a product or batch of products. They establish the maximum number of defects that can be considered acceptable for a given sample size during quality control inspections. AQLs are defined based on the product type or industry standards. Our AQLs ensure that our products meet the desired level of quality and minimize the risk of delivering faulty or subpar products to our customers.

SETTING OUR STANDARDS

Calyx Containers packaging is manufactured in batches ranging from 25,000 to 500,000+ pieces, while label printing ranges from 5,000 to 100,000+ units. In order to determine appropriate sampling sizes, we rely on the AQL Reference Table and General Inspection Level II guidance developed by the American National Standards Institute (ANSI) and the American Society for Quality (ASQ). This expert direction is used to establish acceptable limits for varied levels of quality defects.

CATEGORY OF DEFECTS

- **CRITICAL DEFECTS:** Critical defects pose risks of personal injury, legal violations, damage to filling material, reduced storage reliability, and negative effects on production tools and equipment. Examples include foreign matter inside a container or variance in critical dimensions.
- **MAJOR DEFECTS:** Major defects include issues that could threaten our products' functionality and have the potential to disrupt your customer's operations, like broken parts or faded labels.
- **MINOR DEFECTS:** These issues include cosmetic imperfections like light scratches and label die-cutting misregistration, or minor quantity variances of up to +/- 1% of your total order size.

We've established these standards to balance cost and quality so we can provide you with premium packaging options at a competitive price point.

KEEP THE CONVERSATION GOING

When it comes to quality, we're all ears. Feel free to reach out to your Calyx representative with any additional questions or concerns.

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