

Issue Date	20/03/2026	The Meliora Group		
Document number:	QA-031	Title:	Delga QC Criteria	Version : 1



Delga Press' QC Criteria

At **Delga Press**, we are committed to delivering high-quality products consistently. Our Quality Control (QC) checks ensure transparency and help our customers understand potential issues that may arise during production.

QC checks are performed throughout production, with samples collected and analysed. Detected faults are categorized by their severity to the product: **Critical**, **Major**, or **Minor**.

This guide ensures clear communication of standards, supports continuous improvement, and aligns with ISO 9001 and ISO 14001 requirements.


Fault	Details	Critical	Major	Minor
External or internal contamination	Any material dust (following C&C for example)			✓
Mixed cartons within a box	Different component codes mixed within a single delivery, that will require sorting	✓		
Labels on outer cartons incorrect	Outer cartons labels are wrong	✓		
Component not according to artwork	Incorrect artwork (different SKU)	✓		
	Missing or incorrect information legal and/or regulatory	✓		
	Incorrect identified component – Incorrect or missing customer required information		✓	
Incorrect component registration (not central)	Outside tolerance +/- 0.5mm on both horizontal & vertical			✓
Colour issues	Incorrect colour	✓		
	Colour variation in excess of 3.0ΔE		✓	
Missing, incorrect, barely visible, blurred or ghosted decoration (inc. Foil)	Legal text, product name, product brand (logo), content, ingredients, material symbol	✓		
	All other texts	✓		
Extra ink (ink splatter marks) spots/marks (including un-dispersed pigment), varnish, foil, hickies or bulls eyes (on all printed surfaces visible for all panels if identified when viewed at arm's length – 60cm)	Front text, brand logo, regulatory or ingredients – more than 2 on front panel blemish >0.25mm in size		✓	
	Front text, brand logo, regulatory or ingredients – more than 2 on front panel blemish <0.25mm in size			✓
	Back panel text – more than 3 on back panel blemish >0.25mm in size		✓	
	Back panel text – more than 3 on back panel blemish <0.25mm in size			✓
	Any blemish exceeding 1mm anywhere on the carton when erected		✓	
Missing print, design, colour or vanish (not text)	Visible at arm's length (60 cm) in normal lighting conditions		✓	
	Not visible at arm's length (60 cm) in normal lighting conditions			✓

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Fault	Details	Critical	Major	Minor
Print, foil or varnish is removed, flaking, smudged or smeared when 2 cartons, under normal use, are rubbed together	Carton print is removed easily when cartons are rubbed together, under normal use		✓	
Lamination	Delamination along the flaps, encroaching into a design		✓	
	Incorrect specification, e.g. gloss instead of matt	✓		
	Missing lamination	✓		
	Lamination not fully adhered (bubbling)		✓	
	Scuffing/rubbing/scratches (visible at arm's length – 60mm) in normal lighting conditions			✓
Cut and crease	Missing cut or creases	✓		
	Out of registration (not central) when compared to standard or artwork (acceptable tolerance +/-1.0 mm on both horizontal & vertical axis)		✓	
	Splitting, bursting creases – more than 4 mm		✓	
	Unable to break creases on flaps	✓		
	Uncut areas		✓	
	Excess carton material in slits >7 holes – carton board not stripped away correctly			
Spot and overall UV varnish	Missing varnish	✓		
	Damage visible at arm's length (60 cm) in normal lighting conditions		✓	
	Damage not visible at arm's length (60 cm) in normal lighting conditions			✓
	Out of registration (not central) when compared to standard or artwork (acceptable tolerance +/-1.0 mm on both horizontal & vertical axis)		✓	
	Flaking UV varnish		✓	
Embossing	Damage not visible at arm's length (60 cm) in normal lighting conditions			✓
	Damage visible at arm's length (60 cm) in normal lighting conditions		✓	
	Part of design missing		✓	
	Out of registration (not central) when compared to standard or artwork (acceptable tolerance +/-1.0 mm on both horizontal & vertical axis) excluding radius of embossing day		✓	

Note: Fault severity is evaluated based on visibility at arm's length (60cm) under normal lighting.

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Acceptable Quality Limits

Based on production standards, the following internal and external acceptance levels apply:

- **Critical Faults:** ≤1% of order
- **Major Faults:** ≤2% of order
- **Minor Faults:** ≤4% of order

While QC checks are performed during production, some minor issues may reach the customer.

Unders Policy

Production variances may occur. If Delga produces fewer items than ordered, customers are invoiced only for the quantity produced. Acceptable unders thresholds are:

Products ordered	Percentage under that is acceptable
≤10,000	2%
>10,000	1%

Delivery inspection

Customers are requested to inspect all outer packaging upon delivery. Any visible faults must be reported within **48 hours**, ideally with photographic evidence.

- Claims for damaged boxes or contents outside this window cannot be accepted.
- Faulty products within damaged packaging may be returned for further QC investigation.
- Corrective measures will be taken based on findings and production sample comparisons.

Commitment

- Delga Press is dedicated to providing consistent, high-quality products and transparent communication with our customers. Our QC processes are designed to support continuous improvement and ensure alignment with ISO 9001 and ISO 14001 standards.