

## FINISHED MATERIAL - RECEIPT & INSPECTION

Once received, the customer is responsible for unloading all material delivered from Steelscape and inspecting the material for visible damage. The material needs to be stored in a covered/enclosed space to protect the metal from inclement weather, water damage and/or condensation.

Prior to unloading any material with visible damage, the customer must notify the carrier's representative of the damage and note the damage as such on the delivery receipt.

If the material received does not meet the specifications on the packing list, the customer must notify the Steelscape Customer Service Representative immediately. At such time, the issue can be investigated and remedied.

If the quantity of material received by the customer is less than the quantity invoiced or if material received appears damaged in transit, the customer shall give written notice to the agent of the delivering carrier for verification of the shortage or damage. The customer will send copy of the same to Steelscape in addition to the receiving records.

Should the customer fail to notify Steelscape promptly of any issues related to damage upon receipt and/or non-conformance of the material, the material will be considered to have been received in good condition and as ordered. The material will also be considered delivered in accordance with the packing list/shipping documents.

## CLAIMS POLICY

Steelscape strives to consistently provide high quality products to meet or exceed our customers' needs. Unfortunately, perfection cannot always be attained and products may not fulfill the requirements. Though we prefer getting the job done right the first time, we strive to make doing business with Steelscape as easy as possible when we don't. To that end, we created a claims policy which delineates our procedures for resolving product quality claims in a timely and satisfactory manner.

Steelscape products will meet or exceed quality criteria as described in the most recent versions of the following standards:

<b>ASTM A568/A568M</b>	Steel Sheet, Carbon, High-Strength, Low-Alloy, Hot Rolled and Cold Rolled
<b>ASTM A924/A924M</b>	Steel Sheet, Metallic Coated by the Hot Dip Process
<b>ASTM A653/A653M</b>	Steel Sheet, Zinc-Coated (Galvanized) or Zinc-Iron Alloy Coated by the Hot Dip Process
<b>ASTM A792/A792M</b>	Steel Sheet, 55% Aluminum-Zinc Alloy-Coated by the Hot Dip Process

### Claims Policy

Steelscape reserves the right to review any defective coil, cut sheets or formed parts, for a value greater than \$2,500, to ensure fast and easy claim resolution, details of the claim should be forwarded to the customer's Technical Service

Engineer or Customer Service Representative as soon as possible. Claims may also be submitted online via XtraScape. Steelscape will accept any claim investigation and resolution where the following conditions are met:

### Timing (For exceptions see Table 1)

- Twelve (12) months, or less, has transpired from coil dispatch date and submission of claim.

### Claim Submission

- Must be in writing and include the following information at the time of submission:
  - ◇ Customer purchase order number
  - ◇ Steelscape sales order number
  - ◇ Steelscape coil number(s)
  - ◇ Thickness
  - ◇ Width
  - ◇ Original coil weight(s)
  - ◇ Rejected coil weight(s)
  - ◇ Rejected weight(s) - weight removed with defect
  - ◇ Description of cause for the rejection
  - ◇ Where in the coil(s) the defect is occurring (edge, middle, top, bottom).
  - ◇ When during the lifecycle of the coil (at receipt, before or after processing) defect was noticed.
  - ◇ Evidence of the defect, including a representative sample of the defective material and a clear photograph of the defective coil. The sample should clearly identify the direction of the coil, as well as the coil number.
  - ◇ The name of a representative within the customer's organization who is able to negotiate final claim resolution.

*Some of this required information can be found on the Steelscape Coil Tag located on each coil. Coil identification and traceability is critical to a claim investigation if a coil tag needs to be removed for processing, reattach it to the bore of the coil or write the coil number on the side wall.*

### Confirmation

- Steelscape reserves the right to review any defective coil for a value greater than \$2,500.

### Significance

- Value of claim must exceed \$500 or 5% (based on net coil weight) of any single coil shipped.
- Claims for accumulated losses on an order will be accepted for consideration if the mass of the claim exceeds 3% of the order mass.

Steelscape reserves the right to view a claimed coil for a period of up to forty-five (45) days from initiation of claim; 90 days for material sold to customers >1,500 miles from plant of material origin. Steelscape also reserves the right to conduct detailed analytical testing on any claimed material which may take greater than 45 days.

**Table 1: Claims Reasons and Claim Limitations**

Claim Reason	Deadline
Transit Damage	30 Days*
Water Damage	30 Days*
Handling Damage	30 Days*
Breakage, Strain or Cross-break	90 Days*

\* See following details for specific limitations

### Specific Claim Reasons:

**Underweight coils** – Steelscape's definition of coil weights is as follows:

- **Underweight coils** shall not comprise more than 20% of an order without customer approval. If Steelscape ships underweight coils in excess of 20% of an order, a claim for underweight coils may be considered.
- **For Bare Product**, where no minimum coil weight is specified, underweight coils are those coils weighing less than 75% of the specified maximum coil weight. Coils weighing more than 75% of the specified maximum coil weight will be considered fit for purpose.
- **For Painted Product**, where no minimum coil weight is specified, underweight coils are those coils weighing less than 50% of the specified maximum coil weight. Coils weighing greater than 50% of the specified maximum coil weight will be considered fit for purpose.

### Embossed Coils

Steelscape will not accept claims for embossed difference in appearance when material is mixed by customer.

Steelscape embossed stucco pattern creates peaks and valleys on the embossed strip. There will be difference in appearance in bare embossed panels when viewing two panels side by side, with opposite sides showing (peaks up vs. peaks down). Steelscape will not accept claims for this difference in the appearance when panels are processed or installed with panels' peaks up vs. peaks down by customer.

Painted embossed material can show color variation in the panels if the directionality is reversed panel to panel. This is due to the way light reflects off the peaks and valleys of the embossed surface. This is especially common on higher gloss paint systems. Steelscape will not accept claims where the panels have been processed or installed reverse direction panel to panel by customer.

Steelscape guarantees all embossed product supplied will not have edge wave greater than fifteen (15) I units. When customer requirements are more stringent than fifteen (15) I units, Steelscape will provide product, as agreed. This agreement must be in writing and must be obtained prior to the order acceptance. When Steelscape provides a product that exhibits edge wave greater than either the agreed standard or (15) I units, and the product is unsuitable for the designated end use, Steelscape will consider claims for edge wave.

### Water Damage

Steelscape will consider claims for water damage when the claims are submitted within thirty (30) days of receipt of product. Any material received wet upon delivery MUST be noted on the receiver documents and acknowledged by the delivering agent. This must be submitted immediately to Steelscape for review. Any material not noted as damaged or wet, will be considered accepted as prime. Examples of water damage may include; wet cores, visible water or condensation on the inside of packaging, positive moisture tag indicator, visible corrosion (white or black rust on bare product), raised or rough texture of painted surface, and water staining (including yellowish discoloration on resin product).

Storing coils or panels in a manner where they become unprotected from water ingress and condensation will negate Steelscape's responsibility with respect to water damage claims. Where customers order packaging options that Steelscape considers inadequate for the product, and Steelscape forewarns said customer in writing to that end, Steelscape's liability for water damage will be negated.

### Surface Condition

The production of coil by the hot dip, metal coating process naturally leads to the formation of some surface imperfections on the product. These imperfections, while not adversely affecting product life, may cause problems when the material is to be post-painted on a coil coating line. Therefore, Steelscape does not recommend the use of non skin-passed product in coil painting applications.

Where skin-passed product is ordered, Steelscape will consider claims for surface imperfections that render the product unsuitable for organic coil coating processes. If coil is ordered as non skin-passed, and subsequently used in organic coil coating, Steelscape will not accept claims for surface imperfections that could reasonably be considered to be removed by the skin-passing operation.

*Steelscape will not accept claim for bare or painted hot dip coils with light surface dross as this is a normal part of the metallic coating process.*

### Flatness

Steelscape will provide material conforming to ASTM standard A924/A924M. When customer requirements demand a product that exceeds these standards, Steelscape must agree, in writing, to provide the material to the customer requirements. Where product does not meet either the ASTM standard or the written undertaking of Steelscape, claims for shape defects will be considered.

### Edge Wave

Steelscape guarantees all product supplied will have edge wave less than fifteen (15) I units as defined by ASTM standard A924/A924M. When customer requirements are more stringent than the aforementioned standard, Steelscape will provide product, as agreed. This agreement must be in writing and must be obtained prior to the order acceptance.

When Steelscape provides a product that exhibits edge wave greater than either the agreed standard or A924/A924M, and the product is unsuitable for the designated end use, Steelscape will consider claims for edge wave.

### Transport Damage

Claims for transit damage on rail car shipments will only be considered if submitted within fourteen (14) days of the material being available for unloading. Full details of the damage and photographs of the material in the rail cars, along with the rail car number, must be provided with the claim submission. Claims for transit damage on material received by truck should be forwarded to Steelscape immediately upon receipt of the product. All other claims for transit damage will be accepted within thirty (30) days of receipt of the material.

### Handling Damage

Claims for a product that exhibits handling damage will be accepted for up to thirty (30) days from receipt of the material. Claims must be accompanied by photographs of the damaged product with the Steelscape packaging in place.

### Paint Attributes

Steelscape's painted products will be supplied free from defects or imperfections that detract from the performance or aesthetic value of the product. Painted products will comply with the following standards:

<b>Gloss</b>	To paint vendor's specification
<b>Hardness</b>	To paint vendor's specification
<b>Film Thickness</b>	To paint vendor's specification
<b>Reverse impact</b>	To paint vendor's specification
<b>Color</b>	No more than $\pm 0.5$ units on L, A, or B scales from the supplied standard.

Steelscape may supply product within tighter specifications, but only when there is prior written agreement from Steelscape to provide such a product. Claims regarding quality concerns with painted products will be accepted for consideration only when the product falls outside these parameters.

### Width

Our products will be within width tolerances as defined in ASTM standard A924/A924M.

### Thickness

Steelscape's products will be within the ASTM Full Restricted Tolerances - 1" Minimum Edge Distance, as defined in ASTM standard A924/A924M (table shown below). However, Steelscape will provide our product to a tighter thickness tolerance if agreement to provide this product is acknowledged in writing prior to order acceptance by a Steelscape Technical Service Engineer.

	Thickness (Inches)	
Width (Inches)	.010 - .023	>.023 - .045
<b>MINIMUM</b>	<b>Minimum Tolerances - All Plus</b>	
> 0 - 32	0.003	0.004
> 32 - 40	0.003	0.004
> 40 - 54	0.003	0.004
<b>NOMINAL</b>	<b>Nominal Tolerances - Plus and Minus</b>	
> 0 - 32	0.002	0.002
> 32 - 40	0.002	0.002
> 40 - 54	0.002	0.002

*Thickness is measured on the coated sheet and includes the metallic-coating thickness. Thickness is measured at any point on the sheet not less than 1 inch from a side edge, per ASTM 924-16a, Table 2.*

*Customers should inquire about any application requiring improved (tighter) tolerances for performance reasons.*

### Processing Charges

Steelscape's liability shall be limited to the purchase price of the defective material. No other costs associated with the defect will be reimbursed by Steelscape.

### Field Failure Claims

Steelscape will consider each field failure claim on an individual basis. Where the product failure is clearly caused by product defects, Steelscape will, at its own option, replace or repair defective product where failure occurs after installation. Replacement cost will be limited to the value of the material only. Any other costs or contingencies will not be considered. This includes, but is not limited to, transport fees, material forming, job installation, removal of defective product, late charges for the job, equipment rental, idle person-hours, or other installation or administrative costs.

### Secondary Product

All secondary products sold by Steelscape are sold on an "as is" basis, with no warranty expressed or implied. No quality claims will be accepted on secondary product.

### Other Claim Reasons

Steelscape will consider other reasons for quality concerns on an individual basis. Should these occur, the customer must contact either their Account Manager, Customer Service Representative or Technical Services.

### Steelscape Claim Responses

Steelscape will respond to the customer within thirty (30) calendar days from the date complete claims information is provided by the customer to the Steelscape Technical Service Engineer. Steelscape's response may include one of the following:

- Acceptance of the rejection and instructions for material disposition.
- Denial of the rejection with adequate explanation for the denial.

- Recommendations for further processing at the customer's facility for purposes of working through the defective material.
- Instructions for the return of the material in question to Steelscape. Some material may be usable with additional processing. Once the material has been reprocessed and the issue resolved, the material will be returned to the customer.
- Request for an extension if acceptance or denial cannot be determined within the thirty (30) calendar days. A request for extension will include a reason and the specific timeline for a final response.

The customer will have the opportunity to appeal any denied claim for fourteen (14) calendar days after written denial is provided by Steelscape. All accounting transactions related to the claim will be held until such time that the final disposition of the claim has been made and agreed to by both parties.

### **Tagged Defect**

Steelscape's products may contain a tagged or marked defect. The tags define the start and end point of such a defect. Steelscape will not accept claims on this material when the defect falls within the boundaries of the tags. This defective material can be included in scrap reconciliation with Steelscape or reduced from the price of the coil prior to invoicing. Consideration will be given to any defects outside the tagged area.

### **Running Minimum Amount of Defect**

Wherever possible and practical Steelscape requests that the customer try to process a minimum of 200 ft. of the product before filing a claim. This is due to the fact that some defects may clear up within 200 ft. However, where the defect is obviously evident throughout the coil, no such processing is required.

### **Segregation and Protection of Claim Coils**

Steelscape requires customers to have the defective coils readily available for inspection at a mutually arranged time. The coils may require an inspection on a recoiler unit or rolled out in a safe manner to be inspected by Steelscape representatives. Steelscape requires customers to provide adequate protection of all claim coils to prevent generation of further defects. Steelscape may reduce the claim amount by the amount of any additional induced losses due to inadequate protection.

**NOTE:** Any unauthorized or unidentified deductions taken by a customer before a claim is disposed of, approved by Steelscape, and settled shall constitute nonpayment with subsequent consequences. Consequences may include, but not limited to, implementation by Steelscape of a credit hold, shipping hold, and/or loss of discount privileges.