



# Heidtman Steel

## Quality Assurance Claims Policy

Heidtman Steel takes tremendous pride in its ability to provide exceptional product, quality, and service to its customers. Understanding your needs is important to us and we will strive to meet those needs in our contract review process. As a service center business, we do not have full control of all steel manufacturing processes. We do select key suppliers with varying capabilities to best match your needs with products available.

Heidtman Steel readily accepts the challenge of difficult applications and pursues continual quality improvements; however, it is important that the customer understand our procedure regarding claims resolution. This policy is intended to expedite fair and equitable settlement of claims. Claims will not be considered if submitted six (6) months or longer after material ship date. Additionally, credits or debits for accepted claims must be taken within six (6) months of notification of the claim's acceptance.

Heidtman Steel's basic quality policy calls for material value plus freight (if applicable) less scrap credit. Any other charges are considered consequential and incidental. These charges are outside the scope of this policy. All claims must be submitted with supporting evidence. Each claim is handled separately and will not be considered precedent for future claims.

Claims for rust are handled in the following manner, according to type of finish and surface treatment:

- a.) Rust conditions that are caused by transportation errors must be properly documented upon receipt by the customer and reported to Heidtman Steel immediately.
- b.) Heidtman Steel cannot honor a claim for rust on hot roll black, pickle-dry, dry lube or other dry orders where proper packaging and loading instructions have been followed.
- c.) Claims for uncoated products that have been properly oiled will be considered only if the claim is received within thirty (30) days from date of material shipment.
- d.) Claims for "white rust" on galvanized material, which has been chem-treated and oiled, will be considered only if the claim is received within sixty (60) days from date of material shipment.
- e.) Claims for "white rust" on galvanized material, which has been chem-treated but not oiled, will be considered only if the claim is received within fourteen (14) days from date of material shipment.
- f.) Claims for "white rust" on galvanized material, which has not been chem-treated, will not be considered unless material is noted as received wet or not properly protected.

This quality policy is reflected in Heidtman Steel's quality procedures. Contact your Sales Representative for additional information regarding this policy.

*John Dillingham*

V.P. Quality and Engineering

10-1-17