



Heidtman Steel Products

OVER 50 YEARS ON THE CUTTING EDGE

QUALITY ASSURANCE CLAIMS POLICY

Heidtman Steel Products takes tremendous pride in its ability to provide exceptional product, quality, and services 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, Heidtman Steel realizes that it does not have full control of all steel manufacturing processes. We do select key suppliers with varying capabilities to match your needs with products available.

Although Heidtman readily accepts the challenge of the applications and influential quality improvement to the product, it is important that the customer understand our procedure regarding resolution of claims. This policy is intended to expedite fair and equitable settlement of claims. Claims will not be considered if submitted 6 months or longer after material ship date.

Heidtman Steel's basic quality policy calls for material value plus freight (if applicable) less scrap credit (if applicable). 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 case is handled separately and will not be considered precedent to future claims.

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

Heidtman Steel cannot honor a claim for rust on hot roll black, pickle dry, or other dry orders where proper loading / packaging instructions have been followed.

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.

Claims for "white rust" on galvanized material which has been chem-treated and oiled will be considered only if the claims are received within sixty (60) days from date of material shipment.

Claims for "white rust" on galvanized material which has been chem-treated but not oiled will be considered only if the claims are received within fourteen (14) days from date of material shipment.

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.

Doug McFarland
V.P. Quality