



## NON-CONFORMING MATERIAL POLICY

This policy is instituted to aid you, our valuable customer, in the timely response to your quality concerns. The following steps will ensure our quickest response to your needs, while also providing us with important information that is needed to implement the appropriate corrective actions. Our goal is reject resolution and removal within 7 business days. We also request you to submit claims in a timely manner. This will help us to correct the problem and/or quarantine any other suspect material before it ships to you. To accomplish this, claims must be submitted as soon as possible, no later than 30 days from receipt or we may be unable to accept the claim.

1. Identify the questionable material by the Mill Steel tag number. Please identify material status (i.e. coil/parts), weight, defect, and picture/ measurement. Please save formed parts and flat samples of the defect for review. All forming claims will require a flat sample\* and formed part be sent to Mill Steel for review.

*\*Flat sample should be 12"x12" or 12"x width if smaller*

2. Please notify [qualitysupport@millsteel.com](mailto:qualitysupport@millsteel.com) with all the above information.
3. Our Quality Department will review the claim and notify you. If samples or additional information are needed, we will contact you. If the claim is accepted, you will be issued a claim response form with a claim number assigned. The form will give you the exact amount the credit will be issued for. To help both our Accounting Departments, please make sure the claim number is on all paperwork related to this claim. Due to the cost of processing, we will not accept claims under \$100.
4. All resale claims for steel (including the steel content of parts claims) must go to your supplier (Ford, General Motors, Chrysler). Any non-steel debits (sorting, machine downtime, etc.) must be negotiated with Mill Steel at the time of the claim and prior to any debits being taken.
5. Acceptance of material that is rusty, wet or has handling damage must be noted on the BOL upon receipt of steel. Claims for rust must be made within 30 days of receipt.
6. If material is found defective upon receipt and you are refusing any material, please contact Mill Steel immediately.

In any supplier/customer interaction there is a point where responsibility changes hands. *Mill Steel* will accept full responsibility for our material up to the point where the customer has reasonable opportunity to be aware of the non-conforming condition. *Mill Steel* will not be responsible for any charges other than the material value without prior approval. This approval will only be given for an agreed to "not-to-exceed" amount.

This policy is designed to expedite your concerns in a timely manner. Please contact us with any questions.