



United Steel Supply Customer Claim Policy

1. Upon first noticing defective or damaged material, notify United Steel Supply's Claims Department immediately via phone, website, fax or email: Phone: (512) 263-0954 Fax: (512) 263-0961 Email: claims@unitedsteelsupply.com or on our website under Claims tab.

A. If material is damaged upon arrival, immediately notify United Steel Supply's Claims Department, notate on the Bill of Lading before signing the receipt of material, and if possible, take a digital photo of damage.

B. If material is found to be defective during the production process, customer must run 10% of coil to observe if defect persists. If defect continues, please put the coil on hold and discontinue use.

2. Submitting a Claim

A. Fully complete the form "United Steel Supply Claim/Reject Coil Form" which can be requested by calling (512) 263-0954, by email to: claims@unitedsteelsupply.com or via our website under Claims tab. To initiate a claim, fill out all required fields and upload any photos. When initiating a claim through our website, please be sure to select the "initiate claim" button at the bottom of the claim form to submit claim.

B. Cut two (2) physical samples of defective material that are six inches by six inches by width (6"H x 6"W), and, if possible, take a digital photo.

C. Clearly write the coil ID number on the back side of samples and photo

D. Send samples and photo along with a completed claim form to:

United Steel Supply LLC
Attn: Claims Department
248 Addie Roy Road STE C200
Austin, TX 78746

E. Please allow 30 days for coil claims to be dispositioned. The 30-day window begins once all required information is received.

3. Claims on coils after one (1) calendar year from the date of shipment

A. Coil or coils over (1) calendar year from the date of shipment shall not be accepted for claim consideration or investigate claims with the submission dates that are more than one (1) calendar year past the date of shipment. After the one (1) calendar year period, claims will be formally declined and rejected irrespective of any purported defect. Notwithstanding the foregoing, there are two (2) exceptions as follows:

- Warranted Paint System this for the limited paint warranty guidelines
- Warranted Galvalume Products this is for the limited Galvalume warranty guidelines

4. Surface Defects

A. For purported surface defect claim coil(s), customer must process at least 10% of an affected coil to verify that the defect does not clear up. Any material ran off is subject to scrap credit at the current scrap rate at the time of crediting. Any coil deemed not useable must be set aside and not used until it is dispositioned or picked up.

B. United Steel Supply does not accept claims for rust on:

- Any coil claimed beyond ninety (90) days from the date of shipment unless a line-related corrosion problem can be defined during a claim investigation.
- Any material shipped beyond the original destination.

5. Incoming inspection / Transit damage / Collapsed coils

A. Incoming inspection of all coils is required. Customer must contact United Steel Supply in the event of incoming problems related to transit conditions such as, but not limited to, visibly wet loads, damage OD, ID, edges or packaging.

- All damage must be notated on BOL at time of delivery with driver present for claim to be valid

B. Claims will not be accepted for consideration on collapsed coils that have been painted, stored for extended periods of time, were improperly stored, stacked or that have been partially produced at a customer- designated outside processor (slitter, painter, etc.).

6. Packaging/Storage

A. Coils are expected to be stored under steady state conditions and away from external doors. United Steel Supply also recommends that incoming packaging be left on coils for three (3) calendar days to prevent condensation during winter months, especially when shipping north to south.

7. Field Claims

A. As a condition to any claim investigation, United Steel Supply requires the following information and samples to be sent to the claims department.

- Two 12"x12" samples of the failure area for testing.
- United Steel Supply master coil number
- Building location: Full Address, Contact name and Contact phone number
- Documented dates: (a) material shipment to job site (b) date of installation
- Digital photos of the structure (structure's roof, walls, doors, etc...) that clearly show the failure in question.
- The total claim amount (Square Footage)

United Steel Supply reserves the right to request more or other information from the customer, including a site inspection, when deemed appropriate by United Steel Supply personnel.