



## CLIENT CLAIMS & QUALITY POLICY

### **SCOPE:**

If material processed by Ohio Pickling & Processing (OPP) does not meet the customer purchase order requirements, a claim may be submitted with the necessary supporting information.

All claims submitted by the customer are to be directed to the Quality Manager via email at [oppquality@ohiopickling.com](mailto:oppquality@ohiopickling.com). All claims will be evaluated on the basis of technical merit and then reviewed against the purchase order that was agreed and applied to the process.

This is not intended to be an all-inclusive document covering all scenarios that may arise. OPP reserves the right to handle each claim individually based on the circumstances surrounding the claim in question.

### **OPP PROCESS**

#### **1. RECEIVING COIL INSPECTION:**

- Incoming coils are subject to receiving inspection at time of receipt. Any mill related defects found will be documented. These claims **MUST** be directed to the producing mill. If a defect is found a notification will be sent in an email with supporting photos.
- Not all mill related defects can be seen at receiving inspection. Any incoming coil with hidden defects unable to be seen at receiving inspection will not be OPP's responsibility and should be claimed to the producing mill. If such hidden defect is found during the processing, a notification will be sent in an email with supporting photos.
- In the case of transportation issues that are evident at time of receipt, photos and driver account will be assembled. OPP will not be responsible for transportation defects but will assist as needed.

#### **2. RUST & PICKLE STOP STAINS:**

- Rust claims for **Pickle & Oil** material must be submitted in writing within **30-days** of the OPP processed date.
- Rust claims for **Pickle & Dry** material will **NOT** be accepted. Due to the corrosive environment of the process, OPP will **NOT** be responsible for rust. It is highly recommended that **Pickle & Dry** ship out as soon as it is pickled to prevent undesirable effects.
- Claims for stains will not be accepted after **30-days** from the pickling date. Pickle Stop

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Stains are a result of unplanned stops that may occur due to unforeseen issues during a continuous pickling process.

- Preventative measures are taken to mitigate storage rust. OPP employs a summer bagging procedure, aiding in the prevention of rust, while the material is stored.
- Be advised that pickled material stored at OPP may experience storage rust during humid weather. If the material is not shipping in a timely manner, these undesirable effects may appear. OPP will not be responsible for storage rust claims if the material is not shipped within **30-days** from pickling date.
- These undesirable effects will affect the O.D. and I.D. and possibly the edges. OPP highly recommends that clients ship material out immediately to prevent any type of storage rust.

### 3. **SLITTING:**

- Due to our slitter specifications, please inquire about our minimum trim requirements for all slit jobs gauge dependent.
- OPP will not be responsible for slit mults with mill edge or other edge conditions due to master coil shape, oscillation, or lack of trim.
- Gauge of coils will be checked at the start and finish of each coil. Material selection and application rests solely with the customer.
- ASTM standard tolerances will apply for processing unless otherwise specifically outlined on the confirmed purchase order.
- Packaging will be done as stated on the purchase order; no claim will be accepted if packaging meets the instructions.

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## QUALITY CONCERN / CLAIM NOTIFICATION

### 1. CLAIM NOTIFICATION:

- It is the customer's responsibility to notify our Quality Manager via email at [oppquality@ohiopickling.com](mailto:oppquality@ohiopickling.com) and [sales@ohiopickling.com](mailto:sales@ohiopickling.com) of all claims within 30-days of OPP's production date regardless of the claim value.
- Accumulation claims will not be accepted.

## QUALITY CONCERN / CLAIM NOTIFICATION

### 2. 10 % MATERIAL PROCESSING STANDARD:

- The steel industry standard coil policy is for a customer to process up to 10% of a coil before deeming it to be non-conforming. Most defects, if visible, will more than likely disappear once processed to the 10% point. Processing beyond the standard 10% threshold without consent from OPP may lead to a partial claim denial.

### 3. PROOF OF NON-CONFORMING MATERIAL/CLAIM INVESTIGATION:

- In order to expedite the processing/resolution of any claims, the customer must supply the following when submitting a claim; OPP's coil number, claim weight, current size, and current dimensions.
- Proof of the non-conforming issue must be shown in its original condition. For example, if there is an issue with a scratch on a pickled coil, the scratch must be shown in full master form immediately after uncoiling. **The coil cannot be processed and then rejected.**
- All shape related issues must be made available in original coil form for OPP investigation.
- Along with the coil information listed above, it is also customer's responsibility to supply supporting evidence for the claim being submitted. The following is an example of supporting information required but is not limited to the following: pictures, samples, and/or videos.
- OPP reserves the right to inspect the sample/parts/coils/blanks at the customer's facility prior to acceptance of the claim. This will help to determine the cause of the issue and the responsible party. Inspection will take place by OPP personnel or other arrangements made at OPP's discretion. Customer must preserve the material and make it available for OPP's inspection.

### 4. REWORK

- If applicable, OPP reserves the right to request that defective material be returned to our facility or shipped to another processor at OPP's direction to be reworked. Once the material has been reworked, it would then be shipped back to the customer's facility.

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- In the event OPP induces a defect during processing, OPP may offer further processing in house to achieve the highest possible yield of acceptable material, minimize claim related cost and quantity claimable material.

#### 5. PUP COILS

- At times there may be a need to create or back off a pup coil. Due to safety concerns, OPP will not store pup coils. Once the pup coil is created, any pup coil less than 6,000lbs will be scrapped 15 days from creation/notification unless other arrangements have been made.

#### 6. CLAIM ACCEPTANCE:

- Claims will only be accepted by the Quality Manager or Operations Manager of OPP. Once OPP has agreed to accept a claim, we will reimburse the customer for the cost of the material. Credits will be processed after material has been returned to OPP or if OPP has authorized scrapping at the customer's facility.

#### 7. CORRECTIVE/PREVENTIVE ACTION:

- If a claim is accepted by OPP as a direct result of our process/procedure, a corrective action will be made available per customer request.
- OPP reserves the right to reject corrective action requests if the defect/issue is deemed to be normal or undetectable.

*Ohio Pickling & Processing strongly believes that communication is the key to successful claim resolution. This policy is intended to provide general guidelines for OPP's and customer responsibilities in the claim resolution process and facilitate communication and information exchange. The policy doesn't guarantee acceptance of claims even if presented in compliance with this policy. OPP reserves the right to reject any claim based on the facts and circumstances uncovered during the claim resolution process.*

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