



## Customer Claim Policy

### For Claim Consideration:

- Material subject to claim must be retained for review with Magic Steel personnel and may not be disposed of until final disposition has been provided by Magic Steel.
- For physical defects, a photo or sample of the condition must be provided.
- The customer must have traceability of the material back to the Magic Steel serial number (tag number).
- Claims for physical damage to the material (handling or transit damage, rust, etc.) must be documented on the bill of lading and Magic Steel must be notified within 10 days of receipt.
- Claims for "failure to meet specification" must be made within 60 days of receipt.
- Claim quantity must exceed 2% of the shipped quantity.

### No Consideration Will Be Given To:

- Claims consisting of an accumulation of steel from unknown coils.
- Claims based on "assumed" defects in material from the same batch (heat, work order, anneal cycle, etc.)
- Claims for physical characteristics or product suitability of any material sold as secondary or "As Is."

### General Policies:

- Magic Steel guarantees a prime, top surface, and does not guarantee the bottom surface for prime application.
- Magic Steel guarantees material meets agreed upon requirements of the order and as stated on the material certification.
- No guarantee is given or implied for the fitness of use in the customer's processes or products.
- Claims will not be accepted with additional costs (down time, line time, sorting, supply interruptions, etc.),
- Magic Steel will not accept claims for cosmetic defects unless the customer has stated "surface critical" on the Purchase Order.

### Documentation Requests:

- PPAP requests after a Purchase Order is placed may be subject to additional fees if outside testing is required.
- Certification requests after a Purchase Order is placed may be subject to additional fees if outside testing is required. No guarantee is given or implied that such information will be available after the material has shipped.

# MAGIC STEEL

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## Weight:

- 1% shall be considered an allowable variation between our scaled quantity and the customer's quantity.
- The allowable over-shipment for an order quantity is 10% or 5,000 lbs., whichever is greater.

## Material Chemistry and Properties:

- Certified results represent the chemistry or property at a specific tested location and may vary from customer tests per ASTM A568.
- A minimum of 15 points is required for Rockwell hardness ranges.

## Rust:

- Material must be ordered with oil or an appropriate chemtreat to be considered for claim. Material ordered dry will not be considered.
- Orders that do not allow Magic Steel's standard packaging will not be considered for claim.
- No guarantee is given or implied for material stored at customer facilities (moisture, sudden temperature changes, etc.).
- No rust claims will be considered beyond 120 days after the final production process date.

## Coil Breaks/ Reel Kinks / Strain:

- No coil break, reel kink or strain claims will be considered for hot-rolled that is not temper passed or skin passed.

## Thickness:

- Head/tail material out of thickness tolerance will not be considered for claim when ordered directly from the hot mill, pickler or cold mill.
- Thickness of the strip is not guaranteed to be within ordered tolerance 1" from each hot band mill edge.

## Camber:

- Per ASTM A568 or A635 tolerances based on strip width unless specified on the Purchase Order and acknowledged by Magic Steel.

## Flatness:

- Per ASTM A568 or A635 on cut-to-length pieces.