



Certificate No. 3284.01

## CUSTOMER CLAIMS & QUALITY POLICY

### SCOPE:

If material processed by Ohio Pickling & Processing (OPP) does not meet the customer purchase order requirements, a claim should 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 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.

### PROCESS

#### 1. COIL RECEIVING:

- Received coils are subject to our inspection at time of receipt. Any mill related defect found at that time will be documented depending on the defect or severity. A claim must be directed to the producing mill. Notification will be sent in an email with supporting photo's if appropriate.
- Not all mill related defects can be seen at time of inspection. Any incoming concern not seen at initial inspection deemed not to be OPP's responsibly should be claimed to the producing mill
- In the case of transportation issues that are evident at time of receipt, photos and drivers account will be gathered. OPP will not be responsible for trucking concerns but will assist as needed

#### 2. RUST & STOP STAINS:

- Rust claims for Pickle & Oil material must be submitted in writing within 30-days of the OPP processed date
- Rust claims for Pickled Dry material will not be accepted. Due to the nature of the process, we cannot be responsible for rust. It is highly recommended to ship the coil out as soon as it is pickled

### PROCESS (Cont'd)

- Claims for all stains will not be accepted after 30-days. Pickle Stop Stains are a result of unplanned stoppages that occur occasionally during the continuous pickling process
- Although several precautions are taken to mitigate storage rust, please note that any pickled material stored at OPP may experience storage rust during humid weather or if there is a long period of time between processing and shipping. This will affect the O.D. / I.D. lap and possibly the edges. We highly recommend that customers ship material out ASAP to prevent any type of storage rust

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### 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 purchasing order
- Packaging will be done as stated on the purchasing order; no claim will be accepted if packaging meets the instructions

## 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) of all claims within 30-days of the production date regardless of the claim value
- Accumulation claims will not be accepted

## QUALITY CONCERN / CLAIM NOTIFICATION (Cont'd)

### 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 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

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.

#### 4. REWORK

- If applicable, OPP reserves the right to request that defective material be returned back to our facility to be reworked. Once the material has been reworked, it would then be shipped back to the customer's facility.
- In the event OPP induces a defect during processing, we may offer further processing in house to minimize the cost and to achieve the highest potential yield of acceptable material or to minimize the claimable material.

### QUALITY CONCERN / CLAIM NOTIFICATION (Cont'd)

#### 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, General Manager, or Vice President 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 the Quality Department 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 is 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 excellent communication is the key to customer satisfaction. This policy is only meant to help improve the communication between our companies and let all parties involved understand what is expected of one another. This document is not intended to put blame on Ohio Pickling & Processing and it is not meant to place all responsibility on the customer.

**SERVICE      INNOVATION      QUALITY      ISO 9001:2008 CERTIFIED**  
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