



## **SUPPLIER CLAIM POLICY**

Effective Date: January 20, 2020

*In an effort to settle claims in a timely and efficient manner, Coilplus, Inc. has instituted the following policy and guidelines regarding claim management. These guidelines are in addition to standard mill claim policy guidelines.*

To directly access a copy of this policy, please visit our company website: <http://www.coilplus.com/quality>

1. Notification of a claim will take place by email using the standard claim form at each Coilplus division. If required, proper notification will take place directly on the Supplier's claim entry web portal.
2. Suppliers will have ten (10) business days to respond to the notification and to request additional supporting documentation, samples, or make an appointment for non-running inspection to aid in the disposition of the claim. Available photos and/or physical samples will be sent to the supplier that are representative of the suspect/non-conforming condition. If a physical sample is requested, the ten (10) business days will start from the receipt of the sample.
3. If contact or acknowledgement is not made within ten (10) business days, Coilplus will notify the supplier that they are required to respond. If there is still no response or acknowledgement, Coilplus may debit the Supplier for the full amount of the claim after an additional five (5) business day extension.
4. Final disposition of the claim must be made within forty-five (45) calendar days of the date of first notification of the claim. If final disposition is not made within forty-five (45) days, an extension must be requested and reasonable cause presented, or a debit for the full amount of the claim will be issued.
5. If the disposition is such that the Supplier will be removing the claimed material from Coilplus, removal must take place within thirty (30) calendar days from the date of disposition. After thirty (30) calendar days, and at the discretion of Coilplus, the material will be scrapped and the Supplier notified.
6. If the disposition is such that the Supplier authorizes that the material is to be scrapped, a debit will be issued with a scrap allowance to the Supplier's account. Disposition to scrap after the thirty (30) calendar day expiration may receive no scrap credit.
7. Reprocessing or inspection of previously rejected material will incur line time charges.
8. Feed-forward/coil maps to be provided with the respective material for known defects and may incur increased processing charges.
9. If a claim substantiates a formal corrective action (in 8D format with 5-why/fishbone problem analysis) is expected to be submitted within thirty (30) days from the claim submission date. Situations that would warrant a formal 8D may be contingent upon impact to Coilplus/end-customer, frequency of occurrence and/or rejected weight.