

March 2, 2023

CUSTOMER CLAIM PROCEDURE  
FOR QUALITY REASONS

This procedure is a description of the information that is required in order to process a claim/credit for quality reasons with Nucor-Yamato Steel. It is very important that the required items be submitted in order for a claim to be handled efficiently and timely. If the required items are not submitted, then the claim may be denied based upon insufficient information or evidence.

**REQUIRED ITEMS FOR SUBMISSION:**

- 1) Material Description. The following information regarding the material in question must be submitted.
  - a) Product (i.e. W16x67 – 35’ long)
  - b) Grade
  - c) Number of pieces
  - d) Bill of Lading
  - e) Invoice Number
  - f) Heat Number, Sequence Number, and RID Number from the Mill tag
  - g) Description of the problem.
- 2) Photo Documentation and if necessary a sketch. Photo documentation of the quality problem (i.e. sweep, camber, torn flanges etc.) can be submitted in the form of digital images e-mailed to your inside sales representative, or regular photos mailed to the address listed above. In some cases it may be necessary to also sketch the problem, including dimensions, in order to clearly describe the problem. **Photos MUST show the problem PRIOR to any repairs being performed.**
- 3) Estimated Repair Cost / Time. If you are able to repair the material, what is your estimated cost and time to perform the repair? **Repairs MUST NOT be performed on the material without prior authorization for Nucor-Yamato Steel.**
- 4) If repair is not possible, can the material be cut back to a useable length and the damaged portion scrapped?

If you have any questions regarding this procedure or how to submit your claim, please contact your inside Sales Representative for assistance. The information submitted will be evaluated by our Quality Department to determine whether or not the material meets the requirements of the applicable specifications such as ASTM A6, ASTM A992, ASTM A588, etc.

Other relative claims information is available in the NYS Terms and Conditions of Sale available through the sales office or on the Web at <http://www.nucoryamato.com>.