

TARGET STEEL INC.

24601 Vreeland Road
Flat Rock, Michigan 48134
Phone: (734) 789-9700 -- Fax: (734) 789-9797

April 4, 2023

To Our Valued Customers,

Please note that all claims that are to be considered for acceptance by Target Steel should be emailed to claims@targetsteel.net within thirty (30) days from receipt of material.

For a claim to be considered for acceptance, the following information must be included with the claim:

- Target Steel tag numbers and bill of lading numbers of material involved in the claim.
- Quantity of material being rejected and its current condition (coil, blanks) and size.
- Samples or photographs of material.
- Any applicable measurements and area within the material that the non-conformity was observed.

Without this information, we may not be able to start the investigation process, delaying disposition. Target Steel may request additional information if deemed necessary as part of the investigation. Target Steel also reserves the right to send a representative into customer's facility to investigate the claim in person. Validity of the claim will be assessed based on the customer purchase order and the governing specification(s). After claim is reviewed and a decision is determined, Target Steel's position on the claim will be communicated to the customer in writing.

For approved claims, Target Steel will accept responsibility for the value of the affected material and freight, if freight was customer provided. Target Steel will not honor sorting, sampling, storage, administrative fees or other costs associated with the claim unless approval is provided by Target Steel prior to incurring these costs.

Target Steel expects to be reimbursed for scrap credit by the customer for all material scrapped as part of the claim resolution. No material should be scrapped until the claim has been approved.

Auto debiting for open or denied claims is not acceptable and may result in credit hold or shipping hold.

This policy is intended to cover most of the claims submitted but not intended to cover all circumstances that can arise. Target Steel reserves the right to handle each claim based on their individual circumstances.

Sincerely,

Target Steel