

TS TARGET STEEL INC.

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

February 3, 2020

To Our Valued Customer;

Please note that all non-conformances that are to be considered for acceptance by Target Steel should be emailed to claims@targetsteel.net. Please feel free to copy your Account Sales Representatives, but the process will be expedited if you send initial notification to our claims email address. This will also help expedite containment to protect against additional non-conforming product being shipped. Keep in mind that Target Steel has a 30-day claim policy as indicated on all Invoices and BOL's.

Target Steel asks that you provide non-conformance details, including, but not limited to:

- Photo of condition
- Explanation of how this condition is affecting the fit and function of end use (Why is this condition unacceptable)
- BOL number
- Tag number(s), including tag number of specific coil(s) located on the OD banding straps
- Sample(s) may be required for some conditions and can be sent to the above address, attention Claims Department (When requested, a Fed Ex account number can be provided)
- Measurements (where applicable, i.e. gauge, width, shape, roll marks will have repeat distance and distance from edge of coil)
- Quantity being rejected in parts and/or coil remaining (measurement of coil sidewall remaining will help)
- Location within the received shipment condition was observed (i.e. OD, ID, half-way into coil, one edge, both edges....)
- Physical location of non-conforming product as Target Steel may need to send a Representative to view material
- Scrap credit allowance (where applicable)

Without this information, we may not be able to start the investigation process, delaying dispositions and possible replacement material.

Please feel free to direct any questions or concerns regarding this process to claims@targetsteel.net email address.

Sincerely,



Rick Bobowski
Director of Manufacturing, Quality & Safety
734-783-2014
rbobowski@targetsteel.net