1.0 Purpose

1.1 NEW PROCESS STEEL, L.P., AND ITS AFFILIATES AND SUBSIDIARIES ("NPS") takes great pride in a long history of providing quality product at competitive pricing and timely deliveries. We stand behind our product and will always honor justified claims. Our goal is to comply with customer order specifications and keep your company supplied with quality product. The New Process Claims policy is vital for the benefit and protection of both your company and New Process Steel. This policy will help expedite any claims with respect to non-conforming product.

2.0 Scope

2.1 All Locations.

3.0 Responsibilities

4.0 Definitions

4.1 CLAIM – NPS created vendor non-conformance that documents a nonconformity from the purchased material or service.

4.2 RETURN MATERIAL AUTHORIZATION – (RMA) NPS written document authorizing the return of materials as identified on the form. This includes material identification information such as part numbers, weight and quantity.

4.3 BILL OF LADING – Legal document releasing the material to your possession in a satisfactory condition.

5.0 Policy

This Policy of NPS is to ensure the following:

5.1 At the time of product arrival please note any problems related to the condition of the product on the Bill of Lading prior to signing for receipt of product. The bill of lading is the legal document releasing the steel to your possession in a satisfactory condition.

5.2 New Process Steel is not obligated to accept claims for corroded or wet material not noted on the Bill of Lading.

5.3 New Process Steel is not obligated to accept claims for damaged material not noted on the Bill of Lading.

5.4 New Process Steel is not obligated to accept claims for any reason after 120 calendar days from date of shipment.

5.5 New Process Steel will accept claims for the invoice price of the product only.

5.6 New Process will not accept unauthorized deductions of payment related to any claims.

5.7 New Process Steel will not accept claims for consequential charges associated with non- conforming material.

5.8 Customer is obligated to cease further consumption of product that is deemed defective during the production process to allow the largest quantity to remain in its "as shipped" form.

5.9 The following is required for claims for non-conformance of product:

5.9.1 A thorough description of the suspected product defect

5.9.2 The quantity of the suspected defective product

5.9.3 Samples and /or photographs of the suspected product

5.9.4 Transactional dates and documentation for identification

5.10 All suspected product must have the original New Process identification labels for traceability purposes. This information is necessary in order to accurately determine the origins of the non- conformance claim.

5.11 No product is to be returned to New Process without written return material authorization number (RMA) from New Process. Material returned without written authorization by New Process will be refused by both the freight carrier and New Process personnel.

5.12 Product that is authorized for return to New Process must be securely banded to a pallet or skid in order for safe transportation to our facility and safe unloading at our facility.

5.13 Product that is authorized for return must be protected from the elements to prevent further damage or deterioration of product before, during and after the return to New Process.

5.14 Product that is authorized to be scrapped at the customer location; credit will be issued to the customer less scrap value for the material.

6.0 Metrics or KPI's related to the process.

N/A

7.0 Document Approvals

Role	Position	Name of Approver	Approval Signature	Date Approved
Author	Technical Writer	JenaAnn Norman	Available in Hardcopy	5/14/2014
Process Owner	Purchasing Director	Brian Caraway	Available in Hardcopy	5/14/2014
Document Control	Quality Administrator	Lucy Cervantes	Available in Hardcopy	5/14/2014
Final Approver	Chief Commercial Officer	Dave Conway	Available in Hardcopy	5/14/2014

8.0 Revision History

Effective Date	Rev Letter	Document Author	Description of Change
5/14/2014	A	JenaAnn Norman	Initial Release.
8/30/2024	B	JenaAnn Gonzalez	Policy template updated and content translated.