



2601 County Road 700 E.
Columbia City, Indiana 46725
Tel: 260-625-8100
Fax: 260-625-8950

December 20, 2021

Customer Claim Procedure

Rail Products

This procedure provides the required information when submitting a claim to Steel Dynamics, Inc. (SDI), Structural and Rail Division. All requirements listed below must be provided to avoid delays in claim investigation and processing. Failure to provide this information may result in claim denial.

Claim for Quality Reasons:

All quality claims must be sent to the Technical Services representative at SDI. Technical Services personnel will ensure that the following requirements are met before forwarding to the Claims Clerk for claim entry and claim number assignment.

- 1) Complete "Customer Claim Request Form" and ensure the following information is provided:
 - a) Product Size
 - b) Grade
 - c) Number of Pieces
 - d) Bill of Lading
 - e) Invoice Number
 - f) Heat Number
 - g) Detailed description of the problem
- 2) Clear photo documentation of the problem in its original state and stenciling. Photos should accompany original claim submission. If photos of the problem cannot be obtained, detailed sketches should be provided with dimensions. If photos of the stencil cannot be obtained, submit a picture of the SDI heat number.
- 3) Repairs MUST NOT be performed on the material without prior authorization from SDI. Please provide possible options to resolve the problem.

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Claim for Pricing Reasons:

All pricing related claims must be sent to the Customer Service or Sales representative at SDI. Customer Service or Sales personnel will ensure that the following requirements are met before forwarding to the Claims Clerk for claim entry and claim number assignment.

Complete "Customer Claim Request Form" and ensure the following information is provided:

- a) Product Size
- b) Grade
- c) Number of Pieces
- d) Bill of Lading
- e) Invoice Number
- f) Steel Dynamics Sales Representative
- g) Detailed description of the problem. Please provide all necessary support documentation for quick processing.

All claims submitted to the guidelines above will be thoroughly reviewed by SDI.

If you have any questions or concerns regarding this claim process, please contact one of our sales representatives.