



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

February 12, 2025

Customer Claim Procedure

Structural and Rail Division

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. All claims must be sent to SDI Claims Clerk at claims.cci@steeldynamics.com to ensure on-time processing. Please also carbon copy the appropriate customer service or sales representative when submitting the claim so they are aware.

Claim for Quality Reasons:

- 1) Complete “Customer Claim Request Form” and ensure the following information is provided:
 - a) Product size
 - b) Grade
 - c) Piece count
 - d) Length
 - e) Sales order number
 - f) Bill of lading (BOL)
 - g) Invoice number
 - h) Heat number
 - i) Bundle Number
 - j) Detailed description of the problem

NOTE: Handling damage claims must be filed within 90 days of shipment. Failure to do so will result in denial unless sufficient evidence can be provided to show damage did not occur at customer facility.

- 2) Provide clear photo documentation of the problem in its original state and of product identification. Photos should accompany original claim submission. If photos of the problem cannot be obtained, detailed sketches should be provided, including relevant dimensions. Product identification can be in the form of stencils, brands, or original SDI tags.
- 3) If repairable, please provide possible options to fix the problem (e.g., cut back, weld repair, etc.) along with an estimated cost for SDI’s approval. **Repairs MUST NOT be performed on material without prior authorization from SDI.** Repairs performed prior to SDI approval may result in denial of the claim.



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Claim for Pricing Reasons:

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

- a) Product size
- b) Grade
- c) Piece count
- d) Bill of lading (BOL)
- e) Invoice number
- f) SDI sales representative
- g) Debit memo (if applicable)
- h) Detailed description of the problem.

Please provide all necessary supporting 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.