



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

August 5, 2024

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" (see page 3) and ensure the following information is provided. NOTE: Handling damage claims shall be filed within 90 days of shipment. Failure to do so will result in denial unless appropriate documentation / evidence can be provided.
 - a) Product Size
 - b) Grade
 - c) Number of Pieces
 - d) Bill of Lading
 - e) Invoice Number
 - f) Heat Number and Bundle 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 bundle tag.
- 3) Repairs MUST NOT be performed on the material without prior authorization from Steel Dynamics. Please provide possible options to fix the problem (Is it salvageable, repairable?...etc). If repairable, please provide an estimated cost for SDI approval.

(Continued on Next Page)



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Claim for Pricing Reasons:

Complete “Customer Claim Request Form” (see page 3) 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) Copy Debit Memo (if applicable)
- h) 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 Steel Dynamics.

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