



102 Westside Boulevard NW
Roanoke, Virginia 24017
Tel: 540-342-1831
Fax: 540-983-7284

June 17, 2022

Customer Claim Procedure

Roanoke Bar Division

This procedure provides the required information when submitting a claim to Steel Dynamics, Inc. (SDI), Roanoke Bar 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 at rbd-claims@steeldynamics.com to ensure on-time processing.

Claim for Quality Reasons:

- 1) 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) Heat Number and Bundle Number
 - g) Detailed description of the problem
- 2) Clear photo documentation of the problem in its original state and identification tags. Photos should accompany original claim submission. If photos of the problem cannot be obtained, detailed sketches should be provided with dimensions.
- 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.
- 4) Claims for rust from stock material will not be accepted.

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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.