

<b>AK TUBE INSTRUCTION WALBRIDGE FACILITY RETURN MATERIAL CUSTOMER INSTRUCTION</b>	<b>PAGE 1 OF 3</b>	<b>REVISION DATE 11/6/09</b>	<b>NUMBER 8.3.0-OP-03-I</b>
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## 1.0 PURPOSE

The purpose of this instruction is to provide our customer's with the required steps when returning material becomes necessary.

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## 2.0 SCOPE

The instruction applies to all AK Tube Customers when returning material to the Walbridge Plant.

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## 3.0 RESPONSIBILITIES

Responsibilities are defined in the General Claims Policy.

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## 4.0 INSTRUCTION

### TRANSPORTATION ISSUES / RETURN INSTRUCTIONS

- On domestic shipments, for material sold FOB Walbridge, OH, freight PP&A or Collect, it is the buyer's responsibility to file a claim with the carrier for any nonconformity caused during the transit period from AK Tube to the customer. On international shipments, for material sold EXW AK TUBE LLC, Walbridge, OH Plant, it is the buyer's responsibility to file a freight claim on all shipments.
- Any product damage or suspected damage or deficiency must be noted on the driver's copy of the delivery receipt.
- Consignee is required to use in-door storage with protection from the elements, and responsible for protecting material from further deterioration while claim is being resolved. Materials must be kept free of dust, dirt and other contaminants and shall not be identified as nonconforming with spray paint or similar marking instruments.
- If necessary, AK Tube will arrange for a carrier to pick up the material.
- Instructions for acceptable return of material:
  - ~Note claim# and load ID# on all shipping documents
  - ~Material must be returned in the "as received condition"
  - ~Bundles must have double 2x4 or single 4x4 spacers between rows
  - ~Tubes must be properly secured in bundle form
  - ~Material must be covered in plastic prior to being covered by a tarp

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- Refer to AK Tube General Claims Policy if necessary.

## **5.0 REFERENCES**

AK Tube General Claims Policy

## **6.0 RECORDS**

N/A

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<b>REV #</b>	<b>REVISION DATE</b>	<b>REVISION SUMMARY</b>	<b>AFFECTED PAGES</b>
0	7/15/09	New instruction	All
1	11/6/09	Complete re-write of paragraph 1: <i>On domestic shipments, for material sold FOB Walbridge, OH, freight PP&amp;A or Collect, it is the buyer's responsibility to file a claim with the carrier for any nonconformity caused during the transit period from AK Tube to the customer. On international shipments, for material sold EXW AK TUBE LLC, Walbridge, OH Plant, it is the buyer's responsibility to file a freight claim on all shipments</i>	1

**APPROVALS**

	<b>Signature</b>	<b>Title</b>	<b>Date</b>
Approval 1		Site Manager	
Approval 2		Shipping Manager	