



2220 MORRISSEY • WARREN, MICHIGAN 48091

(586) 756-8300 FAX (586) 756-1845

REJECT CLAIM POLICY

Regal Steel will not accept claim related fees, such as but not limited to administrative fees, sorting charges, and premium freight charges unless they have been “agreed upon”, and not until all necessary information is received.

The following is required from the customer to initiate processing of claims:

- Description of Nonconformance - be as specific as possible, including location and dimensions if applicable.
- Quantity suspect/nonconforming
- Sales Order number, Invoice number, Purchase Order number OR other shipment identifying information.
- Regal Steel’s Master Tag number or lot number
- Picture of the nonconformance. Some claims may also require a physical sample, at Quality Management’s discretion.
- Rust claims will not be honored for material that was shipped over three months prior to the rejection date or if Regal’s review determines probable cause of rust to be a transit issue.
- Customer has 30 days from initial notification to supply all necessary information, samples, and pictures. After 30 days, Regal Steel may deny/close the claim at their discretion.

Quality Manager: Liz Ziolkowski, liz@regalsteel.com

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