

Salzgitter Mannesmann International Inc.
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CLAIM PROCEDURES

(AN INTEGRAL PART OF OUR SALES CONFIRMATION)

PLEASE USE THE FOLLOWING GUIDELINES WHEN FILING A CLAIM WITH US FOR DAMAGED AND/OR LOST STEEL.

1. UPON NOTICE OF DAMAGES, RUST AND/OR SHORTAGES, A WRITTEN NOTICE MUST IMMEDIATELY BE SENT TO US BY FAXING THE TRAFFIC DEPARTMENT **ATTN. LUCILA M. GUIBU.AT (713) 965-9330**. FOR UNPACKED MATERIAL WE MUST RECEIVE YOUR CLAIM NOTICE WITHIN **30 DAYS FROM RELEASE DATE**, FOR WRAPPED MATERIAL, THE TIME LIMIT IS **90 DAYS FROM RELEASE DATE**.

PLEASE STOP FURTHER PROCESSING OF OUR MATERIAL UNTIL YOU RECEIVE ADVICE FROM US.

2. WE NEED PROOF/EVIDENCE FOR THE DAMAGES AND OR SHORTAGES, PLEASE FURNISH TO US DOCK DELIVERY RECORDS, AND /OR TRUCK BILLS OF LADING AND PHOTOS AS EVIDENCE FOR YOUR CLAIM.

IT IS IMPORTANT THAT YOUR TRUCKER INDICATES ON THE BILL OF LADING ALL EXCEPTIONS FOR ANY DAMAGES AND/OR SHORTAGES AT TIME OF PICK-UP. IF SUCH EXCEPTIONS ARE NOT NOTED; IT MAY BE CAUSE FOR CLAIM REJECTION. UPON THE DELIVERY TO YOUR WAREHOUSE/SERVICE CENTER, AGAIN, ALL EXCEPTIONS MUST BE NOTED.

3. PLEASE SEPARATE AND SET ASIDE THE DAMAGED STEEL (WRAPPED MATERIAL MUST BE STORED INSIDE) KEEP THE WRAPPING MATERIAL (CANS) THAT CAME OFF THE DAMAGED MATERIAL. WHERE DAMAGES ARE OBVIOUS, LEAVE THE STEEL WITH THE WRAPPING INTACT. WE IMMEDIATELY WILL ARRANGE FOR AN INSPECTION BY THE SURVEYOR (S) WHO WILL DETERMINE THE CAUSE AND EXTENT OF THE CLAIM. PLEASE FOLLOW THE SURVEYOR'S INSTRUCTIONS AS HOW TO PROCEED AFTER HIS INSPECTION.
4. PLEASE NOTE THAT ATMOSPHERIC RUST ON UNWRAPPED MATERIAL IS NOT CLAIMABLE.
5. FURTHERMORE, PLEASE NOTE THAT THE WEIGHT SHOWN ON OUR INVOICES IS BASED ON THE WEIGHT PROVIDED BY THE MILL. THIS WEIGHT IS FINAL HENCE, WE CANNOT ACCEPT CLAIMS FOR WEIGHT DIFFERENCES.

FAILURE TO COMPLY WITH THESE PROCEDURES WILL JEOPARDIZE THE SETTLEMENT OF YOUR CLAIM.

WE APPRECIATE YOUR FULLEST COOPERATION IN ORDER TO PROCESS YOUR CLAIM PROPERLY AND EXPEDIOUSLY.

SALZGITTER MANNESMANN INTERNATIONAL INC.