Magic Coil Products
Claims Policy and Procedure

1. *MCP is responsible for the quality of the material we provide. The material we supply will meet the requirements of your written purchase order specifications. If specific performance requirements are not included on your written order, industry standards of performance will apply. MCP is responsible for the actual invoice price of the material. MCP will not honor claims for subsequent charges including but not limited to long distance freight, processing, slitting, blanking, leveling, painting, line time, labor or lost revenue.*
2. *MCP's policy is to resolve customer claims within thirty days of the receipt of the rejection notice. To achieve this policy, the following must accompany the rejection notice:*
    a. *MCP tag number*
    b. *Original coil weight, reject coil weight, scrap weight, piece count*
    c. *Reason for rejection*
    d. *A sample demonstrating defect (w/core number) or photo if sampling is not possible*
    e. *Claims for rust, wet material, or damage occurring during transit must be documented at time of receipt on the BOL. Photos are required. Notify MCP as soon as possible.*
3. *Rejected material should not be scrapped or returned to MCP without written authorization. MCP/vendors reserve the right to sell dispositioned material.*
4. *Due to the nature of the industry, certain minimal material loss is expected. Therefore, claims for 2% or less of total mill master coil weight can not be honored. In case of weight discrepancy, 1% or less of invoiced weight will apply.*
5. *Quarantined material must remain in its' "as shipped" condition with no more than 10% being processed.*
6. *MCP will not consider claims submitted more than one year after material shipment.*
7. *Filing a claim for material does not change the terms and condition negotiated at time of sale. Debits should not be submitted, payment withheld, nor deductions taken until claims have been investigated and final resolution has been determined. At that time, the appropriate credit will be given for accepted claim. Adhering to this policy will reduce the administrative costs for all.*

In the event deficient material is encountered, please enter information required below or on your own form and submit to your MCP inside sales representative.

MCP Coil Number	Original Wt	Rej. Coil Wt.	Scrap Wt.	Piece Count	Reject Reason