



CORPORATE STANDARD OPERATING PROCEDURE

Title: Customer Communication and Return Policy		
Doc No: S0T70-1.0	Rev: 1	Date Issued: 02/02/2022
Issued By: Eric Miller	Approver: Ben Walden	Approver: Steve McIntyre

POLICY/PROCEDURE REQUIREMENTS:

Product Ordering Guidelines (that may impact a return)

To ensure accuracy at time of order placement, please include the following information:

1. Alloy
2. Temper
3. Gauge
4. Width/Length
5. Weight required / order quantity
6. OD/ID requirement
7. Specification number / Special tolerances

No changes to the JW Aluminum approved customer specifications should be defined on a purchase order without email or signed confirmation from a JW Aluminum representative. JW Aluminum requires product specifications separate from purchase order.

All purchase orders received will be followed up with a Sales Order Acknowledgement. Information listed on the Sales Order Acknowledgement will be used as the basis of producing the order. (Purchase orders must comply with JW Aluminum payment terms and/or pricing; cross outs on the PO are not acceptable.)

Any discrepancies found in the Sales Order Acknowledgement should be communicated to JW Aluminum Inside Sales Representative within 2 days of acknowledgement receipt. Otherwise, the Sales Order Acknowledgement will be deemed accepted and valid by both JW Aluminum and the customer.

Receiving - Inspection Procedures

1. Upon receipt of the material, inspect the load for possible transit damage. Every coil (identified by its case ticket) should be inspected while the truck is being unloaded, preferably in the presence of the driver.
2. Note any visual damage to, or moisture on the material on the bill of lading and obtain the driver's signature on the bill of lading.
3. Include digital photographs of the damage material for concern resolution.

Contact your JW Aluminum Sales Representative or in their absence (1-877-586-5314) immediately with the concern request details and photos. JW Aluminum will not be responsible for freight concerns or water stain material related to customer pick-up or on deliveries where the customer has required that the product be shipped via flat- bed trucks.



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Concerns after Receipt of Material

1. JW Aluminum must be notified within 90 days of receipt for consideration for any water stain concerns or
1. Within 180 days from date of receipt on all other concerns.
2. All concern request / Corrective Action must include the following referenced on the shipping documentation:
 - a. Material description (alloy, temper, gauge, width, item #, etc.)
 - b. JW Aluminum coil identification number (LPN, Lot #)
 - c. JW Aluminum sales order number
 - d. Customer purchase order number
 - e. Customer internal reference number
 - f. Explanation for claim or corrective action
 - g. Pictures, unprocessed samples, or physical inspection are required to initiate a return.
 - h. Net weight required for return good authorization

Return Authorization

1. JW Aluminum's intention is to acknowledge Concerns or Corrective Action requests within two (2) business days from receipt of the complaint.
2. JW Aluminum's intention is to issue a Return Material Authorization for valid approved complaints within ten (10) business days after a JWA site inspection has been completed, or all unprocessed samples or digital photos have been received and reviewed.
3. Credit for claims will be completed within ten (10) business days from the receipt of metal by JW Aluminum.
 - a. JW Aluminum requires a BOL and packing list on all returns to be used in verifying weights.
 - b. JW Aluminum will contact the customer if there are any discrepancies to the weights returned.
4. When a corrective action is required, JW Aluminum will strive to provide the following:
 - a. Containment details within 1 business day, providing all the proper reference information has been submitted.
5. If it is determined that the material is to be scrapped at the customer location, JW Aluminum will provide authorization via the RMA.
6. JW Aluminum is not responsible for contingency claims or lost production time.
7. Customer will be notified of any claims that are denied.



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8. The following information must be included on the packing list for all returned production:
 - a. Return Materials Authorization number
 - b. JW Aluminum coil identification number(s)
 - c. Customers internal reference number
 - d. Weight by coil number(s) to be returned.
9. Unauthorized payment deductions taken for pending claims are not allowed. Accepted claims will be processed according to the above guidelines and credit will be issued within the approved time frame.

Return Material Authorization number is required for all product returned to JW Aluminum. Material returned to JW Aluminum without an RMA will be refused. Returned product must be packaged and marked properly with the authorized JW Aluminum RMA number

Revision	Rev #	Rev Date
Original	Rev 0	07/17/2014
Updated format, clarified sample requirement	Rev 1	02/02/2022