



**Prajekto 360 INTL (PI)  
Long Products Return and Claims Policy**

This policy outlines the guidelines for returning Long Products and making claims for defective materials at Prajekto Steel International, Inc. (PI). It is important to note that no debit memo will be deducted from PI invoices or charges until after a return or claim has been accepted and a PI Credit Memo has been issued.

**RETURN POLICY FOR LONG PRODUCTS**

Buyers may return Long Products (excluding Gauer Bar), such as Bars, Channel, Beam, Angles, and Unequal Angle, to PI within thirty (30) days of delivery, provided that the terms of the Return and Claim Policy are met and an MRA is issued by PI upon the Buyer's written request. The returned Products must be in the same prime condition as originally shipped by PI, and they must be shipped to the address specified on the MRA. PI will issue a Credit Memo after inspecting, reviewing, and accepting the returned Products in conformity with the MRA. Buyers may not deduct any amounts due PI unless authorized by the PI-issued Credit Memo. A restocking fee of twenty-five percent (25%) of the invoiced price of the returned Products or \$50.00, whichever is greater, may apply to any MRA-authorized returns. Buyers must ship all Products back to PI at their own expense and risk of loss. If any Products are returned without a valid MRA or are not in the same prime condition as originally shipped by PI, the Products will be returned to the Buyer at their own cost, without the issuance of a Credit Memo. Products that comprise Mill Direct Orders are not returnable.

**THE CLAIMS POLICY FOR LONG PRODUCTS**

The Claims Policy for Long Products specifies that all PI Long Products are subject to industry-accepted tolerances on dimension and weight and must be free from material defects. To make a claim for material defect, Buyer must deliver notice to PI within six (6) months of the date of delivery with accompanying photographs or test reports that clearly display or describe the nature of the defect, a copy of the mill test report and packing list corresponding to the product, and a description of the defect and its exact location. Upon acceptance of the claim, PI will issue an MRA and replace the defective product with a replacement product after the return of the defective product. However, PI does not reimburse for labor, processing charges, freight, transfer charges, or any other charges associated with claims resulting from material defects.

It is important to note that this Long Products Return and Claim Policy is integrated into and should be read together with PI's General Terms and Conditions. Additionally, no deductions should be made from any amounts due PI unless specifically authorized in the PI-issued Credit Memo. If Products are returned without a valid MRA or are not returned in the same prime condition as originally shipped by PI, the Products will be returned to Buyer at Buyer's cost without the issuance of a Credit Memo. Products comprised of Mill Direct Orders are not returnable.