



## CORPORATE STANDARD OPERATING PROCEDURES

**TITLE: Corporate Return and Communication Policy**

**PROCEDURE NO: S0T70-1.0**

**Section: Technical**

**Date Issued: 07/01/14**

**Rev # 0**

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**Approvals:**

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Issued by

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### **PURPOSE**

To define the policy for accepting, verifying, and receiving customer returns of JW Aluminum metal.

### **RESPONSIBILITY**

Inside Sales Representative

It is the responsibility of the ISR to ensure the accuracy of order entry.

To maintain open communication with the Customer in the event of a claim.

Customer

It is the responsibility of the Customer to inspect and verify the material, upon receipt, meets the PO specifications.

To notify JW Aluminum of any issues with the production of our metal that impacts their end product.

Customer Technical Service Representative

It is the responsibility of the CTSR to ensure timely and accurate communication with the Customer in the event of a claim.

Shipping Personnel

It is the responsibility of shipping personnel to verify material being returned, including weight, packaging, ID information and RMA number.

Plant Quality Team

To acknowledge and investigate the Customer return and to provide CAR information, if needed.

### **PROCEDURE**

**Product Ordering Guidelines (that may impact a return)**

1. To insure accuracy at time of order placement, please include the following information:
  - a. Alloy
  - b. Temper
  - c. Gauge
  - d. Width/Length
  - e. Weight required / order quantity
  - f. OD/ID requirement
  - g. Specification number / Special tolerances
  
2. 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.
  - a. JW Aluminum requires product specifications separate from purchase order.



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3. 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.)*
4. 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 Inside 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. \*\*\***

### **Concerns after Receipt of Material**

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

### **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 samples / 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 24 hours, providing all of the proper reference information has been



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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.
8. The following information must be included on the packing list for all returned production:
  - a. JW Aluminum coil identification number(s)
  - b. Return Materials Authorization number
  - 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 a RMA will be refused. Returned product must be packaged and marked properly with the authorized JW Aluminum RMA number \*\*\***

Rev. Level	Date of Change	Reason for Change
0	07/01/14	New