

Technical Guarantees:

Standards and grades

Serviacero Worthington ensures that our products comply with the chemical composition and mechanical properties of steel grades requested by the customer. These characteristics are documented in a certificate of quality for each product shipped.

The chemical and mechanical properties are guaranteed as they are specified in the international standards such as ASTM, EN, SAE, JIS, GMW, NES, etc. without deviations or changes in the established tolerances. Any remark must be indicated in the quotation.

Products

Due to the nature of the steel SW cannot extend a lifetime warranty. The limited warranty is set as follows:

- For form defects, surface, dimensional and appearance are given 6 months from the date of shipment. The reference standard for such issues is ASTM A568 and A924.
- For rust stains (random) on oiled materials the guarantee is for 45 days from the date of shipment. For coated steel with chemical treatment (without oil) the warranty is for 30 days and for coated steel dry (without oil or chemical treatment) the warranty is 7 days.
- For materials hot rolled pickled (HR) and cold rolled (CR) requested dry (without oil) does not apply rust warranty, due the steel without any protection is susceptible to get spots or stains of rust.
- For defects related to logistics and packaging as damage, wet material (spots / rust due dripping water into the material), packaging problems, weight differences, etc. It's offered a maximum of 48 hours to report the claim. This notification must include photographs with evidence of conditions in which the material was received.
- As indicated in every invoice sent to our Customers: "Official Billing weight is the one registered at Serviacero Worthington's scales and reflected in the invoice. Weight variations between scales within $\pm 1.0\%$ are considered normal" in accordance with ASTM A700 section 4.8. In such case where the customer reports material with a weight discrepancy greater than 1.0%, the Customer is responsible for presenting the calibration certificate (maximum 12 months old) given by an Authorized Laboratory (validated by EMA - "Entidad Mexicana de Acreditación") and evidence of monthly verification using a weight block equivalent to the 10% of the maximum capacity of the scale used.
- Once the time limit applicable to each type of defect is over, Serviacero Worthington cannot accept claims.



Product Review

For evaluation of mechanical properties only will be valid tests performed in certified laboratories (A2LA, EMA or equivalent). Should be consider that flat steel by nature tend to aging. To take as valid a retest, it should be performed within the first 30 days of steelmaking. After this time it is possible to obtain variations in relation to the guaranteed reference standard.

Generally flat steel is manufactured for use not exposed, if the application in a specific product will be evaluated as exposed, it must be remarked in the quotation request to ensure that the product meets the cosmetic requirements expected by the customer. Due to the nature of the manufacturing process the hot rolled, is not recommended for exposed use.

Special Documentation

PPAP documentation and MDS registration is available on demand. This request must be made in writing through the sales team of Serviacero Worthington. The customer must indicate level for the PPAP and their ID number for the IMDS. Once the PPAP is delivered, the customer has 60 days to return the PSW signed. In case to not return PSW signed, Serviacero Worthington will assume the PSW has been approved and SW cannot run new documents while PSW haven't been updated.

Claim process for nonconforming product

To start any claim is necessary to have the following information: coil number, part number or product code, quantity rejected, description of the defect and samples or photos.

After receiving this information, a maximum of 48hrs is offered to respond the claim. If is necessary to perform further analysis to determine the root cause, the time limit will be based on the kind of analysis required.

Once accepted rejection, the material is collect in no more than 10 days. The credit note is issued after the confirmation of the received weight.

Engineering Change

To make any change to the specification of a part number, the customer must communicate formally the engineering change. This communication must be made through Sales Representative or Sales Manager in order to review the feasibility of the change.

If the change is feasible the Manager or Sales representative will inform to the customer inventory of finished product (mults, blanks) and Coils with the previous specification, the break point for the entry of the new specification and the quote of the new product (if that apply). Once the client accepts the conditions for implementing engineering change and delivers the new Purchase Order or Data Sheet Specification.

If an engineering change is not requested or not communicated formally by the customer SW will not be responsible of the correct application of the change. Sending the Purchase Order without a notice requesting the engineering change, this is not considered a formal notification.

Best Regards,



Engineering and Quality Director