

FINISHED MATERIAL – RECEIPT & INSPECTION:

Once received, the customer is responsible for unloading all material delivered from AEP Span and inspecting the material for visible damage. The material needs to be stored in a covered/ enclosed space to protect the metal from inclement weather, water damage and/or condensation. [Technical Bulletin #9 Preventing Storage Corrosion](#)

Prior to unloading any material with visible damage, the customer must notify the carriers representative of the damage and note the damage as such on the delivery receipt. Pictures should be taken and forwarded to the AEP Span Customer Service Representative or Sales Representative. Concealed damage should be noted and communicated immediately upon discovery.

If the material received does not meet the specifications on the packing list, the customer must notify their AEP Span representative immediately.

If the quantity of material received by the customer is less than the quantity invoiced or if material received appears damaged in transit, the customer shall give written notice to the agent of the delivering carrier for verification of the shortage or damage. The customer will send copy of the same to AEP Span in addition to the receiving records.

Should the customer fail to notify AEP Span promptly of any issues related to damage upon receipt and/or non-conformance of the material, the material will be considered to have been received in good condition and as ordered. The material will also be considered delivered in accordance with the packing list/shipping documents.

CLAIMS POLICY:

AEP Span strives to consistently provide high quality products to meet or exceed our customers' needs. Unfortunately, perfection cannot always be obtained, and products may not fulfill the requirements. Though we prefer getting the job right the first time, we strive to make doing business with AEP Span as easy as possible when we don't. To that end, we created a claims policy which delineates our procedures for resolving product quality claims in a timely and satisfactory manner.

Claims Policy

AEP Span reserves the right to review any defective material to ensure fast and easy claim resolution, details of the claim should be forwarded to the customer's AEP Span Customer Service Representative or Sales Representative.

Defective product should not be installed. Installation of defective material without written consent negates AEP Span's liability with regard to subsequent delay charges or labor costs to remove or replace said defective product.

AEP Span will accept any claim investigation and resolution where the following conditions are met:

Timing (for exceptions see Table 1)

Installation issues must be submitted within 30 days of install

date. Concealed or hidden damage or defects should be reported immediately upon discovery.

Claim Submission

Must be in writing/email and include the following information at the time of submission:

- Customer purchase order number
- AEP Span sales order number
- Description of cause for the rejection
- Number of panels effected
- Where on the panel the defect is observed
- Does the defect have a repeat pattern
- Bundle identification
- Was defect noticed prior to, or during, installation
- If defect is panel dimensions, provide detailed explanation and actual measurements
- Evidence of the defect, including clear photographs of the defective material, including scale reference. A representative sample may also be required.
- The name of a representative within the customer's organization who can negotiate final claim resolution.

Confirmation

AEP Span reserves the right to review any defective material, including site visit if needed. Timing of site visits will be dependent on project location and personnel availability but will be coordinated as quickly as possible.

AEP Span also reserves the right to conduct detailed analytical testing on any claimed material.

| Claim Reason | Deadline |
|--------------------------|----------|
| Visible Transit Damage | 7 Days |
| Water Damage | 30 Days |
| Incoming Handling Damage | 30 Days |
| Peel Coat Uninstalled | 30 Days |

Table 1: Claims Reasons and Claim Limitations

SPECIFIC CLAIM REASONS

Water Damage

AEP Span will consider claims for water damage when the claims are submitted within thirty (30) days of receipt of product. Any material received wet upon delivery MUST be noted on the receiver documents and acknowledged by the delivering agent. This must be submitted immediately to AEP Span for review. Any material not noted as damaged or wet, will be considered accepted as prime. Examples of water damage include visible water or condensation on the inside of packaging, visible corrosion (white or black rust on bare product), raised or rough texture of painted surface, and water staining (including yellowish discoloration on resin product).

Storing panels in a manner where they become unprotected from water ingress and condensation will negate AEP Span's responsibility with respect to water damage claims. Where customers order packaging options that AEP Span considers inadequate for the material, and AEP Span forewarns said customer in writing to that end, AEP Span's liability for water damage will be negated.

Transport and Handling Damage

Claims for transit damage will be considered up to thirty (30) days from material receipt. Full details of the damage with photographs of the material with the original AEP packaging in place must be provided with claim submission. Prior to unloading any material with visible damage, the customer must notify the carriers representative of any damage and note the damage on the delivery receipt.

Peel Coat Protective Film

Removable protective films are used to protect panel surfaces during forming, transit and installation. Peel coat film should be removed within thirty (30) days of material receipt or within twenty-four (24) hours after installation. Extended outdoor exposure can result in the peel coat becoming difficult to remove or leaving a sticky residue on the panel surface. In addition, attempting to remove peel coat film in very cold, or freezing temperatures, is not recommended; panels should be warmed with heat lamps/dryers before peel coat removal. For additional information on peel coat protective films please see the AEP Technical Bulletin. [Technical Bulletin #15 Peel Coat Guidelines and Best Practices](#).

Oil Canning

Oil canning is an inherent characteristic of light gauge cold formed metal products, especially those with broad flat areas. It is a visual phenomenon seen as waviness or distortion in the flat surface. Unfortunately, oil canning is subjective and there is no accepted quantitative industry standard. Oil canning is typically not cause for material rejection. AEP Span will investigate oil canning complaints but strongly encourages customers to read ASC Technical Bulletin #1 Oil Canning, for specifics on possible causes and in the field observations and corrections. [Technical Bulletin #1 Oil Canning](#)

Shape – Camber, Bow, Out of Square or Twist

Shape in finished panels may include, but is not limited to, camber, bow, out of square or twist. Shape defects can occur during the forming process or be induced during transit and/or storage. Improper handling or storage of product negates AEP Span's liability with respect to shape. Claim submissions for shape should include physical panel measurements and photographs that clearly represent the defect, including scale reference. Multiple panels from a bundle(s) should be checked and measured as shape may not be present throughout an order.

Paint and Surface Defects

The process of producing coil coated metal can result in small, intermittent, paint or surface defects and blemishes. These imperfections are typically aesthetic in nature and do

not affect the long-term performance of the material. Small, non-repeating paint or surface defects, not discernible at three (3) feet or greater viewing distance, are not cause for rejection. Any large, or repeating surface defects should be submitted on claim to AEP Span along with clear photographs, a representative sample (if requested) and complete detail as to the location and frequency of the defect.

WARRANTY CLAIMS

Warranty claims on previously installed and occupied buildings should be submitted directly to;

Corporate Claims Administrator

Kevin White
kwhite@ascprofiles.com
916.376.2854

Other Claim Reasons

AEP Span will consider other quality concerns on an individual basis. The customer must contact the AEP Customer Service Representative or Sales Representative and provide all the required information.

The full set of AEP Span Technical Bulletins, covering installation, care and maintenance and product performance are [available online](#).

AEP Span Claim Responses

AEP Span will respond to the customer within forty-eight (48) hours from the date that the complete claim information is provided by the customer. AEP Span's responses may include one of the following;

- Acceptance of the rejection and instructions for disposal of claimed material.
- Denial of the rejection with adequate explanation for the denial.
- Recommendations for further processing or installation for the purpose of working through the defective material.
- Request for physical samples for determination of defect cause and possible remedy.
- Customer site visit by AEP Span representatives to review rejected material and develop remedy options.

The customer will have the opportunity to appeal any denied claim for fourteen (14) calendar days after written denial is provided by AEP Span. All accounting transactions related to the claim will be held until the final disposition of the claim has been agreed to by both parties.

Note: Any unauthorized or unidentified deductions taken by a customer before a claim is disposed of, approved by AEP Span, and settled shall constitute non-payment with subsequent consequences. Consequences may include, but not limited to, implementation of credit hold, shipping hold, and/or loss of discount privileges.