



### Product Ordering Guidelines

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

**\*\*\*Aluminum Association standards will apply if not specified on the purchase order\*\*\***

2. 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 JWA payment terms and/or pricing; cross outs on the PO are not acceptable.)*
3. 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 JWA 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 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 claim resolution.

**\*\*\* Contact your JW Aluminum Claims Coordinator (1-877-586-5314) immediately with the claim request details and photos. JW Aluminum will not be responsible for freight claims or water stain material related to customer pick-up and/or deliveries shipped via Flat Bed Trucks. \*\*\***

### Concerns after Receipt of Material

1. JW Aluminum must be notified within 60 days of shipment for consideration of any water stain claims or within 180 days from date of shipment on all other claims.
2. All Claim requests / Corrective Actions must include the following:
  - A. JWA coil identification number
  - B. JWA sales order number
  - C. Customer purchase order number
  - D. Customer claim reference number
  - E. Explanation for claim or corrective action
  - F. Pictures, Samples, or Physical inspection are required to initiate a return
  - G. Net weight required for return good authorization
  - H. Material description (Alloy, Temper, Gauge, Finish, Width/Length and etc.)

### Return Authorization

1. Claims or Corrective Action requests - acknowledged within 2 business days from receipt of the complaint.
2. Return Authorization – to be issued for valid complaints within 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 or Corrective Action requests - completed within 10 business days from the receipt of metal by JW Aluminum. All RA's will be valid for 30 days from date of issue.
4. If it is determined that the material is to be scrapped at your location, JW Aluminum will provide written authorization.
5. JW Aluminum is not responsible for contingency claims or lost production time.
6. Customer will be notified for all claims that are denied.
7. 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. Failure to comply may result in delays in closing out your claims.

**\*\*\*“Return authorization number” - is required for all product returned to JW Aluminum, material returned to JWA without a return authorization will be refused. Returned product must be packaged and marked properly with the authorized JW Aluminum RA number \*\*\***