

December 3, 2019 (Updated)

Dear Valued Customer,

Shown below is the Wieland Chase, LLC Returned Rod Policy effective September 1, 2015.

Returned rod reasons are as follows:

- 1). Customer complaint due to quality problem (e.g. bent/bowed, inclusion, wrong size, Chase administrative error, etc.). Confirmation of the quality problem must be completed and agreed upon by Chase (complaint justification verified). In such cases, full credit will be issued.
- 2). Credit and restocking purposes (e.g. return of excess stock, customer order error, etc.)
- 3). Return rod process:
 - A RETURN AUTHORIZATION NUMBER (RMA) MUST BE ISSUED BY THE CHASE SALES DEPARTMENT BEFORE ROD CAN BE RETURNED.
 - The customer MUST reference the RMA NUMBER ON ALL RETURN PAPERWORK.
 - UNLESS AUTHORIZED BY CHASE, ALL RETURNED ROD IS AUTOMATICALLY ASSUMED TO BE OF SCRAP QUALITY AND WILL BE AWARDED PUBLISHED SCRAP PRICE OR CURRENT FREE MARKET VALUE.
 - RETURN ROD WILL BE INSPECTED FOR RESTOCKING AT THE MILL'S DISCRETION UPON RECEIPT OF MATERIAL.
 - RESTOCKING PARAMETERS BASED ON: CONDITION OF MATERIAL, SIZE OF PRODUCT, QUANTITY RETURNED AND AGE OF PRODUCT (OVER 90 DAYS CANNOT BE RESTOCKED).
 - Material deemed not to be of restock quality will be scrapped and credit handled by Sales accordingly.
 - IN THE EVENT THAT MATERIAL IS DETERMINED TO BE SUITABLE FOR RESTOCKING, YOU WILL BE CONTACTED AND ADDITIONAL CREDIT WILL BE ISSUED.
 - THERE IS A \$0.20/LB. RE-STOCKING CHARGE AND ALL ASSOCIATED FREIGHT CHARGES WILL BE BILLED TO THE CUSTOMER.

Please note that rod which is returned without an RMA number OR paperwork that does not reference an RMA number will be considered SCRAP material and scrap credit issued accordingly.

Please feel free to contact your Wieland Chase Regional Sales Manager or Customer Service / Account Specialists if you have additional questions.

