

Updated 1/11/2022

Wieland Chase Return Rod Policy

Dear Customer,

Wieland Chase Returned Rod Policy is outlined below.

REASON FOR ROD RETURNS:

- 1). Customer complaint due to quality problem (e.g., bent/bowed, inclusion, wrong size, Wieland Chase administrative error, etc.). Confirmation of the quality problem must be completed and agreed upon by Wieland 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.). Must receive authorization from Wieland Chase Sales Department.
- 3). Return rod process:
 - A Return Authorization Number (RMA) **MUST** be issued by the Wieland Chase Sales Department before rod can be returned.
 - The customer **MUST** reference the **RMA** number on all return paperwork.
 - Unless authorized by Wieland Chase, all returned rod is automatically assumed to be of scrap quality and upon receipt, will be awarded current 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 Wieland Chase Sales Department accordingly.
 - In the event material is determined to be suitable for restocking, credit will be processed according to Wieland Chase's restocking policy.
 - Current re-stocking charge is \$0.20/lb. and applicable freight charges associated with the return will be billed to customer accordingly.

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

Please contact your Regional Sales Manager or Customer Account Specialist if you have any additional questions.