

**Customer Advisements**

1	<p>If by determination and confirmation Metal Bars was responsible for shipping non-conforming product, the <b><u>cost of the material only</u></b> will be refunded to the customer, and/or material replacement issued. A "Return Material Authorization" (RMA) must be initiated and approved by Metal Bars for credits back to the customer. All orders cancelled by the customer, or unwanted material will be subject to a material restocking fee.</p>
2	<p>Metal Bars responds to corrective actions for material issues, or repeat issues as applicable and are specific to Metal Bars processes only. All Metal Bars warehouse processes are either pull, pull &amp; pack, cut &amp; pack, and delivery. Samples of material related nonconformances are required by the vendor / supplier in order to validate the issue. The vendor / supplier must be given time to conduct due diligence in analyzing these types of nonconformances prior to any credit given by Metal Bars.</p>
3	<p>For carbon steel bar products certified to the specification <b>ASTM-A108</b>, vendors / suppliers are <b>NOT</b> required to provide mechanical testing results (i.e. tensile test data, hardness tests, etc.). Results for these characteristics can be made available on the mill certifications, but at a <b><u>cost</u></b> to the customer.</p>
4	<p>Metal Bars performs X-Ray Fluorescence (XRF) chemistry verifications on certain materials* purchased from approved vendors / suppliers in meeting AS 9100 requirements. Metal Bars is not in the market of alloy testing, so XRF testing applies only to customers who've purchased from Metal Bars. Customers will be charged a fee for having non Metal Bars purchased material tested. Advance scheduling for testing is required. An XRF report is generated on material tested. <b><u>(*Due to accuracy limitations with carbon and other light elements, testing is not done on carbon steel based bars or 440C stainless steel bars .)</u></b></p>
5	<p>Metal Bars quality does not inspect all material sold to customers. The warehouse has inspection procedures that require signing off on shop travelers as evidence that inspection / acceptance has occurred.</p>
6	<p>Per <b>ASTM-A108, Table A1.4, Note 1</b>, straightness tolerances do not apply to bars with a Brinell hardness exceeding 269 (HB 269). This includes all grades that are quenched and tempered, or normalized and tempered after cold finishing; and all grades stress relieved or annealed after cold finishing having a Brinell hardness exceeding 269 (HB 269). <b><u>Metal Bars will not honor straightness rejections for 1144SR (over HB 269), 1144SP, 1144FP, 4130 &amp; 4340 heat treated, quenched &amp; tempered, normalized, quenched, &amp; tempered.</u></b> NOTE: <b><u>Straightness is a perishable quality and its preservation requires care during handling and storage.</u></b></p>
7	<p>Straightness tolerances <b>DO NOT</b> apply to <b><u>cold finished FLAT BAR products</u></b> per ASTM-A108, Table A1.4. Flat bar producers use ASTM-A29, Table A1.10 (<b><u>Permissible Variations in Straightness for Hot Wrought Bars</u></b>), as a reference for <b>STANDARD</b> straightness tolerances. Refer to ASTM-A29, Table A1.10, <b>STANDARD</b> tolerances.</p>
8	<p>Per <b>ASTM-A484, Table 12, Footnote A</b>, straightness tolerances do not apply to stainless steel bar products UNDER 1/2" in diameter as tolerances have not been established. NOTE: <b><u>Straightness is a perishable quality and its preservation requires care during handling and storage.</u></b></p>
9	<p>A copy of the mill test report, certificate of conformance, copy of the shipper, and the invoice are <b><i>always</i></b> supplied with each material shipment. Missing or incomplete paperwork will be promptly remedied. <b><u>Repeated misplaced or lost documents may be subject to a fee in order to reproduce them .</u></b></p>
10	<p>As a AS 9100 certified distributor, Metal Bars procures its material <b>ONLY</b> from approved sources. By purchasing Metal Bars products, the customer is assuming all risks associated with handling, processing, and application. The customer must understand that ALL metal is not 100% defect free and as a result, Metal Bars cannot warranty defect free material. As previously stated, if by determination and confirmation Metal Bars was responsible for shipping non-conforming product, <b><u>the cost of the material only will be refunded to the customer, and/or material replacement issued.</u></b></p>
11	<p>Product safety labels are affixed onto product packaging in compliance with state laws concerning product safety and liability.</p>