

Regarding quality nonconformities detected in Borçelik products, the following terms apply:

1. In order to accept a complaint regarding a manufacture, it should fail to comply with manufacturing standards or special standards given by the customer and accepted by Borçelik.
2. For the products where the shipment is handled by Borçelik, notifications for rusting defects due to getting wet shall be accepted within 30 days after manufacture delivery on condition that storage terms are met. After this period, notifications for such type of defects will not be accepted. If any wetness, moist or an opening or tearing that would compromise the protectiveness of packaging is detected while receiving the delivery, this should be notified to us with a report. For the products where the shipment is not handled by Borçelik, notifications for rusting defects due to getting wet shall not be accepted and the notification should be made to the carrier company.
3. For the products where the shipment is handled by Borçelik, notifications will be accepted for mechanical damage defects if the defective products are recorded with a report signed mutually during delivery. For the products where the shipment is not handled by Borçelik, notifications for any mechanical damage shall not be accepted and the notification should be made to the carrier company.
4. The notification period shall be 6 months after product delivery for defects that can only occur (surface defects, mechanical, chemical property nonconformity) during use of the product.
 - 4a. The corrosion (rust-free) warranty period for PO (hot rolled, pickled and oiled) and CR (cold rolled, annealed) products oiled with protective oil is 3 months as of manufacture date on condition that the due shipment and storage conditions are observed. No warranty against rust is given for products that are not oiled with protective oil.
 - 4b. The processes to reduce zinc corrosion (White rust) for HDG (hot dip galvanized) products are carried out upon customer request as per international standards. Except for the white rust defect due to getting wet during shipment described in article 1, no warranty is given against white rust for HDG products.
 - 4c. The periods defined in international standards apply for the warranty of mechanical properties.
5. The product complaints shall be processed if the product is in the form that was shipped from Borçelik. For example, if a product shipped as a roll is cut or sliced to smaller size, it will not be processed.
6. During the product complaint notifications, Borçelik coil/sheet number shall be reported and coil/sheet label shall be submitted during the inspection of the complaint.
7. For the notification of incompliances made as per the terms stated above, Borçelik Customer Technical Services officer visits the site for inspection within 10 days after the notification date,

takes any necessary information and samples and issues a report within 10 days on the subject including acceptance/refusal information.

8. In order to receive the products that are decided to be returned, Borçelik Customer Technical Services department will make the necessary notification and organization. The returned materials should be ringed and discreet with their labels on. The returns made without rings and improperly and those without labels will not be accepted.