

GENERAL QUALITY GUARANTEES AND CLAIMS POLICY

INTRODUCTION

GALVAPRIME is committed to supplying products, materials, and services that meet our customers' requirements, providing solutions for differentiation in the value of the supply chain.

Since GALVAPRIME does not manufacture the raw materials supplied, many of the inherent characteristics of steel are the responsibility of the material's producing mill. Therefore, certain guarantees are aligned with the service offerings and warranties provided by the manufacturer. The more information the customer provides regarding their products and processes, the greater the ability to meet their requirements and avoid unnecessary nonconformities and claims.

In line with this and aiming for satisfaction, GALVAPRIME extends the following Quality Guarantees and Claims Policy to maintain a clear and smooth process, which can be used by the customer to resolve and handle nonconformities or suspect materials.

GUARANTEE

The general Quality Guarantees cover the products transformed and marketed by GALVAPRIME, ensuring that the agreed and established Technical Specifications in the Product Engineering of both parties, as reflected in the authorized Technical Sheets, are met; as well as specific requirements agreed upon prior to the acceptance of the order, based on the type of product.

The product quality attributes will be established through prior agreement between the parties, based on: Engineering provided by the Customer, proposed by GALVAPRIME, or according to international standards applicable to the type of product. Different standards and more restrictive requirements will be subject to consultation with GALVAPRIME before order acceptance; non-explicit attributes are governed by GALVAPRIME's technical specifications.

REQUIREMENTS WHEN SUBMITTING A CLAIM

- The customer must submit a written notification with the necessary information to process the complaint or claim. The required information must include at least:
 - GALVAPRIME lot identification number.
 - Quantity of rejected pieces and/or volume.
 - Reason for rejection.
 - Evidence of rejection (samples, photographs), where applicable.



- It is the customer's responsibility to provide the GALVAPRIME lot identification number in each complaint or claim. Without this information, it will not be possible to trace and determine the root cause of the problem, and therefore, the claim will not be resolved.
- The product verification will be based on the order's specifications, international standards, and acceptance and rejection criteria previously agreed upon between the customer and GALVAPRIME. For validation of the reported problem by a designated Galvaprimerepresentative, appropriate conditions must be provided for the physical verification of the material.
- No material return by the customer will be accepted by GALVAPRIME unless a material return authorization note has been issued by GALVAPRIME Quality, following prior notification by the customer. Immediate returns for rejected deliveries or non-received material will not be accepted without compliance with this step.
- Claims or complaints must be submitted no later than 90 days after the delivery date of the material, except for visible problems upon receipt of the material, where specific guaranteed times apply based on the type of defect and condition indicated later in this document (e.g., rust and stains).
- For claims caused by damage during transportation or handling, visible oxidation, or moisture-related materials, evidence must be presented before unloading the material at the customer's facility, and the receipt condition must be immediately reported.
- In case of issues with material reception, GALVAPRIME must be immediately notified for authorization and resolution by a Galvaprimerepresentative. Galvaprimerepresentative will not recognize claims for returns without due notification and authorization.
- GALVAPRIME guarantees compliance with the agreed conditions for raw materials. Claims for visible defects in processed materials will not be accepted. Regarding non-visible defects detected during processing, if the claim is valid, only the cost of the material will be recognized. Costs associated with processing will not be assumed, unless this exception has been agreed upon during the negotiation.
- GALVAPRIME will not accept any claims when the material is processed in facilities other than the customer's unless previously notified and agreed upon with GALVAPRIME.

Service Offer for Claims:

- Once the communication and complete claim information have been received, a maximum of 3 business days will be allowed to communicate the date and method of service for the material verification by a GALVAPRIME technical representative, in order to determine the validity of the complaint. The decision regarding the validity will be made after verifying the objective evidence against the product's warranties, which may, in some cases, include the need for validation, analysis, and/or samples, which would be communicated to the customer if additional time is required for resolution.
- When GALVAPRIME has indicated a final disposition for returning nonconforming material, a credit note will be issued and sent to the customer after the material's return and entry into GALVAPRIME facilities, within a period of no more than 10 business days. In this case, while the material is being removed, the customer must provide adequate protection/packaging and handling for the product to preserve its condition and avoid damage during storage, transportation, and unloading; failure to comply may nullify a claim that was deemed valid.
- If the disposition is to send the material to scrap, GALVAPRIME will issue a credit note along with the disposition. The sales representative and the customer must agree on the value of the note (material sale value – scrap commercial value). In case of discrepancies in the credit notes, GALVAPRIME personnel will contact the customer for resolution and agreement.

POLICY FOR RUST AND STAINS

GALVAPRIME will not accept claims for rust and/or stains under the following conditions:

- Inadequate handling and/or storage at the CUSTOMER's facility.
- Products such as pickled hot-rolled or annealed cold-rolled ordered as dry, meaning without oil. This includes material ordered with very light oiling.
- Coated products ordered without protection, meaning without oil or passivation.
- Cold-rolled annealed product after 30 days from shipment.
- Coated product with passivation treatment after 30 days from shipment.
- Coated product with medium oil protection after 30 days from shipment.
- For stainless steel and aluminum processing, the use of polyethylene protective film with adhesive is recommended; if the customer requests that this film not be applied, GALVAPRIME does not guarantee surface finish or defects inherent to contact between sheets.
- Any abnormality perceived upon material receipt, such as wetness, loose packaging, possible handling damage, missing or damaged packaging/shipping components (e.g., tarps), dents, etc., must be immediately reported by the customer to GALVAPRIME and the carrier for corresponding checks and evidence collection. The notification must include photographs of the material on the truck. Otherwise, such damages, which are susceptible to uncontrolled handling by GALVAPRIME, will not be recognized.

SURFACE

Depending on the product and criteria applicable to the surface type (non-exposed or semi-exposed) in accordance with international standards and/or the capabilities offered by the raw material source, GALVAPRIME guarantees the inspection of only one side of the product (Side A), understood as the upper side in GALVAPRIME's process, unless otherwise agreed upon following a feasibility analysis.

WEIGHT VARIATIONS

A variation between the actual total weight invoiced by GALVAPRIME and the weight on the CUSTOMER's scale of up to +/- 1% (either under or over) will be permissible. A difference outside this range will be negotiable. Note: The validity of the evidence will require proof of the current calibration of the scale used for the weight reading.

DENTS AND HANDLING DAMAGE

GALVAPRIME will not be responsible for any damage caused during unloading, storage, handling, or use of the product in the CUSTOMER's processes. In such claims, the CUSTOMER must provide the necessary evidence to conclude that the dent or damage originated at the source.

EXPIRATION OF WARRANTIES

After a period of 90 days, the product cannot be subject to claims for any reason, including mechanical properties, chemical properties, weight variations, surface, dimensional issues, etc.



Sincerely

Quality Manager