

GALVAPRIME

GENERAL QUALITY WARRANTY

Commitment to Quality, Technical Support and Customer Service

1. Introduction

GALVAPRIME is a Service Center dedicated to the processing and distribution of steel, aluminum, stainless steel and other metal products, supplied by domestic and international mills. We are committed to supplying products that meet the agreed specifications, operating under controlled processes, and addressing any request in a timely, transparent and objective manner, in order to strengthen our Customers' operational continuity and build long-term business relationships.

This document is a technical and commercial reference of the quality and service conditions under which GALVAPRIME supplies materials.

2. Scope of Supply

Material verification and compliance are governed by the agreed specifications and applicable standards; attributes not specified are governed by the producing mill's standard and/or GALVAPRIME standard conditions.

3. Quality Warranties

Attribute	GP Warranty
Mechanical / chemical properties	As per the producing mill's certificates; GALVAPRIME does not alter the properties of the base material
Surface appearance	Surface is warranted free of critical defects, consistent with the intended and agreed use. Only the top side of the material is warranted. Any other requirement must be reviewed and approved in advance by both parties
Dimensions (thickness, width, length, out-of-square)	Within the tolerance specified in the order, Technical Data Sheet and/or applicable standard
Flatness/Shape (waviness, camber)	Within the tolerance specified in the order, Technical Data Sheet and/or applicable standard
Invoiced weight	Within ± 1 % of the invoiced weight. Verification against the Customer's calibrated scale with a current calibration certificate
Product weight	Compliance with the weight range agreed in the Technical Data Sheet is warranted. Any weight deviation will be notified and/or agreed prior to processing or shipment.
Rust	Material is warranted free of rust, provided it is within the warranty period established for the product type, unless the Customer has previously accepted the material's condition. This warranty does not apply to uncoiled or unprotected materials.

For other specific requirements, compliance is warranted as specified in the Technical Data Sheet and accepted by both parties. Where a deviation is notified and approved, it shall become the warranty condition for the material involved. Any requirement not specified in the approved Technical Data Sheet is not covered by this warranty.

Warranties are void in the event of damage attributable to improper handling or storage of the product by the Customer. Likewise, warranties do not apply to product that has been processed, modified or toll-processed without prior agreement with Galvaprime.

Technical Data Sheet (TDS or FT): document agreed and approved by the Customer and GALVAPRIME that sets out the specifications of the product to be supplied: material type and grade, reference standard (e.g. ASTM A653, ASTM A1008, SAE J403 or applicable standard), coating, dimensions and tolerances, weight range, type of protection and packaging, as well as any agreed special requirements. Where no Technical Data Sheet exists, the terms of the order or purchase order and the reference standard shall apply.

4. Handling of Quality Deviations and Service Offering

Any nonconformity is managed as a Quality Deviation through a joint technical review. The evaluation is based on objective evidence, agreed specifications and technical criteria applicable to the product type.

To initiate the process, the Customer must provide: GALVAPRIME lot number (mandatory), affected volume or quantity, description of the observed condition, and any available photographic or documentary evidence. Without the lot number, traceability cannot be established and no disposition can be determined.

The Customer is responsible for inspecting the material before processing or using it. Introducing the material into process without prior agreement constitutes acceptance of its condition.

Deviation type	Warranty Period	GP Response Commitment	Service Mode
Transport damage, moisture or visible dents upon receipt	Immediate, upon receipt of the material, before or during unloading	Same day, immediate coordination with the carrier	Remote (photographic evidence before unloading)
Invoiced weight variations	Up to 5 business days after shipment	Maximum 3 business days with complete information	Remote
Rust	Up to 30 days from shipment, depending on type of protection.	Maximum 8 business days once complete information is available	Remote or on-site, depending on the case and impact
Surface appearance / dimensions / flatness / mechanical and chemical properties	Up to 90 calendar days from shipment	Maximum 8 business days once complete information is available	Remote or on-site, depending on the case and impact

The maximum warranty period for any other reported condition shall be **90 calendar days** from the shipment date.

When the disposition is a return of material, GALVAPRIME will collect it within 5 business days or on the date communicated and agreed with the Customer, depending on volume and location.

The Credit Note (CN) will be issued within 7 calendar days of the approved disposition; for returns, this period begins once the material is received at GALVAPRIME facilities and its condition is validated.

When the analysis determines the need for improvement actions or 8D plans (> 5 t in valid cases and/or recurring issues or those with operational impact), GALVAPRIME will follow up on corrective actions through closure.

General Provisions

- GALVAPRIME's financial liability is limited to the invoiced value of the material and does not include the Customer's labor, production line or machinery costs, unless previously agreed in writing. Material under evaluation must be kept identified, segregated and intact until its final disposition.
- All returns require prior authorization from GALVAPRIME. Returns made without such authorization shall be the Customer's responsibility.
- Any damage, modification or nonconforming condition attributable to the Customer's handling and/or preservation of the material, in addition to the cause for which the return was accepted, may void such acceptance and the handling of the corresponding Quality Deviation.
- After 90 calendar days from delivery, the material will no longer be subject to evaluation by GALVAPRIME, unless expressly agreed between the parties.
- GALVAPRIME assumes no liability for force majeure or acts of God.
- This General Quality Warranty complements the terms and conditions of sale agreed with each Customer under their commercial arrangement. In the event of any discrepancy, the terms expressly agreed in writing between the parties shall prevail; where such terms are silent, the provisions of this document shall apply.

On behalf of GALVAPRIME



Name: Jennifer Merlo R.
Supplier & Customer Quality
GALVAPRIME

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