

COILED-IN-REJECT POLICY FOR BULK COILS

PRODUCED AT CHANNAHON, IL AND FLORENCE, KY

Since the manufacture of VALTO products is a continuous laminating process, it is inevitable that there may be some coiled-in reject in "bulk" coils 100' (30.5 m) or more in length. The following "Bulk Coil Policy" addresses this issue. Panels less than 100' (30.5 m) in length (cut-to-length) will not contain any reject areas.

A bulk coil can contain up to 5% reject area, whether one continuous section or as a cumulative total.

The reject VALTO material is replaced or credited when a properly documented claim is made.

To assist our customers in locating defects, a Bulk Coil Production Record Sheet is attached to each coil that leaves the VALTO plant and one edge of the coil is marked in ink to identify problem areas. Every attempt is made to identify all defect areas. However, VALTO recommends that ALL MATERIAL BE INSPECTED prior to lamination or use.

Reimbursement for non-VALTO material that is lost or extra labor costs incurred due to installation of reject material is not within our bulk coil policy.

ADDITIONAL INFORMATION:

1. The "Bulk Coil Policy" is applicable to any continuous length product over 100' (30.5 m) in length.
2. No extra material will be added to coil length for coiled-in reject unless negotiated with VALTO. The customer will be credited for the defective material.
3. The VALTO line inspector(s) will note on the Bulk Coil Production Sheet the location and duration (in linear feet) of defective material along with an identifying code of the type of defect. One copy will be included in the shipping label pocket for the customer.

RECOMMENDED PROCEDURE FOR SUBMITTING CLAIM FOR DEFECTIVE MATERIAL IN A BULK COIL

1. Defective material lost from each coil should be noted on the VALTO Bulk Coil Production Record.
2. The defective material should be retained for inspection or return.
3. On a monthly, but no later than quarterly basis, the production records should be submitted to VALTO Voice of Customer (VOC) department as documentation of the lost material. Contact the VOC department at 1.800.435.0080 or e-mail at voc@valtoem.com.
4. The records will be evaluated and a decision made by VALTO whether the materials should be returned for inspection or a representative sent to inspect at the customer's facility.
5. After inspection of the defective material, the claim will be submitted to VALTO management. If approved, credit will be issued to the customer account.

At Valto, we partner with our customers, and through innovation, deliver advanced materials that enhance everyday environments. We succeed through a culture of collaboration, continuous improvement, and excellence. With integrity at our core, we challenge the status quo and pursue innovative approaches that benefit our customers and associates.

Since 1954, Valto Engineered Materials has provided innovative products and services and is a leading provider of FRP composite panels. Our lightweight composite products deliver unsurpassed strength and durability; and we continue to pioneer next level performance in building materials, recreational vehicles, and transportation.