

Schupan Supplier Claims Guidelines

Introduction

Welcome to our Supplier Guidelines for Claims. As a valued supplier in our global metal recycling network, your adherence to these guidelines is crucial for maintaining quality and consistency in our transactions.

Contractual Obligations

- It is imperative that you adhere to the written contract, and ensure that the quality, type, and weight of the recyclable material supplied match the agreed specifications.

Documentation Requirements

- Ensure all shipments are accompanied by the necessary documentation as defined on our contract. This would include, but not be limited to, the following documents: BOL, Packing List, Invoice, and photos. Other documents may be required based on origin or destination and will be noted on the contract.

Claims Process

- Notification and Response
 - In the event of a claim against your shipment, we will ensure that you are notified promptly via email. This notification will be issued no later than 15 days after the arrival of the shipment at the consumer's location, as this timeframe is crucial for an accurate assessment of the claim.
 - Upon receiving this notification, you will have 3 business days to respond and provide your input. It is essential that you adhere to this response period to facilitate a timely and effective resolution process.
- Initial Notification of Claims to Suppliers
 - As part of our commitment to maintaining a transparent and efficient claims process, we ensure that suppliers are provided with detailed and timely notifications of any claims. In the event a consumer raises a claim about the material you have supplied, you will receive an initial notification with comprehensive details structured as follows:
- Detailed Description of Discrepancies:
 - You will be provided with a clear and specific description of the discrepancies as reported by the consumer. This will include how the received material deviates from the contractual specifications outlined in the sales contract.

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- Photographic Evidence with Date Stamp:
 - The notification will include date-stamped photographic evidence of the material supplied by the consumer. These photographs will be verified to ensure the date stamp's authenticity.
- Intact Seal Picture:
 - If the shipment was sealed upon delivery, a photograph of the intact seal as received by the consumer will be included to verify that the material remained unaltered during transit.
- Weight Tickets and Test Results:
 - Any additional evidence provided by the consumer, such as weight tickets or test results that support the claim, will be forwarded to you.

This notification will be sent to you within the 15-day period post-receipt of the material by the consumer. We urge you to review this information promptly upon receipt. Your timely response, within 5 business days of receiving this notification, is crucial for a fair and expedient resolution of the claim.

- Protection of Your Interests through Material Quarantine
 - To demonstrate our commitment to safeguarding your interests, we have a dedicated process for quarantining materials involved in any disputes or claims. This process is designed to:
 - Ensure Fairness: By isolating the disputed material, we guarantee that it remains untouched and in its original state until the claim is resolved. This is crucial in maintaining the integrity of the mediation process.
 - Demonstrate Transparency: Our transparent handling of quarantined materials reassures you that every aspect of the claim will be dealt with honestly and openly.
 - Preserve Material Value: Quarantining the material helps preserve its value and condition, ensuring that your interests are protected throughout the dispute resolution process.
- Mediation and Resolution
 - We facilitate a fair mediation process in case of disputes. Possible resolutions include replacing non-compliant material or providing financial compensation.
 - Involvement of a Third-Party Surveyor
 - During the mediation of a dispute, we reserve the right to involve a third-party surveyor. This may occur under circumstances such as:
 - Complex claims requiring independent analysis.
 - Situations where impartiality is paramount.
 - Technical disputes that need expert evaluation.

The role of the surveyor is to provide an objective assessment, contributing to a fair and balanced resolution of the claim. Their evaluation will play a significant role in the mediation outcome.

- Ensuring Compliance and Protecting Our Interests

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As a trusted partner in the global metal recycling industry, it is imperative that you adhere to these guidelines to ensure the integrity and smooth operation of our transactions. Non-compliance with these standards will prompt us to take necessary measures to safeguard our financial interests and brand reputation in the market. These measures include, but are not limited to:

- Stringent Verification: We will conduct thorough investigations and verifications of any non-compliant shipments, leveraging all available resources.
- Financial Recourse: In cases of non-compliance, we will pursue financial recourse, which may include withholding payments and seeking damages.
- Contractual Review: Persistent issues with compliance may lead us to review and possibly revise or terminate our contractual relationship.
- Industry Notification: Reporting entities that consistently fail to meet contractual obligations to relevant industry associations. This action is taken as a last resort to inform the industry of entities that compromise the standards and ethics of our field.

Our expectations are clear, and these guidelines are in place to protect all parties involved in the transaction. Your cooperation and adherence to these standards are crucial for maintaining a mutually beneficial relationship and upholding the high standards of our industry.