Via Generale Guisan 12
P.O. Box 361
CH-6902 Paradiso-Lugano
Switzerland

List of documents and samples for quality claims

In case of non-conformity of the quality of the supplied goods with the requirements of Specification, of the Technical conditions or Technical protocol specified in the Specification, the Buyer undertakes to submit the following information, documents or samples to the Seller:

1. Goods (metal products) in the state of delivery:
   1.1. Defects on the metal surface:
      - Sample or a photo of the defective metal products (if a photo is submitted, the marking of works should be visible on the metal products image);
      - Quantity of the defective metal products, as well as quantity, depth and length of the defects (in mm or inches).
   1.2. Non-conformity of the metal hardness to the requirements of the corresponding Technical specifications:
      - Test report showing hardness rate of the metal products (Brinell scale, HB), quantity of the metal products analysed, description and number of the metal products having a diameter of 180 mm and over;
      - Details of the type or model of the testing machine.
   1.3. Chemistry non-conformity:
      - Chemical analysis report;
      - Type or model of the testing machine and method of analysis (for example spectral, X-ray fluorescence method, chemical etc.).
   1.4. Geometrical parameter mismatch (for diameter, square side, length, etc.):
      - Report of measurements conducted, specifying particular values (in mm or inches) and the allowed tolerance;
      - Quantity of metal products (pieces or tons) with tolerance.
   1.5. Non-conformity in accordance with ultrasonic inspection:
      - Control diagrams with indications of control parameters (type and model of the machine, frequency (MHz) of the applied piezo sensor);
      - Class and control group;
      - Topographic scheme of flaw location on length of metal products with the indication of the defects length (in mm or inches).
   1.6. Non-conformity on a macrostructure:
      - Sample of metal with defect or a photo of macrotest of unsound spot;
      - A general photo of metal products with the works marking clearly visible at the end of them.
   1.7. Non-conformity on a microstructure:
      - Sample of metal with defect, suitable for the control, or 1/3 of the defected spot for testing by the Seller;
      - Report of a microstructure defects estimation in strict conformity with the requirements of Technical conditions or Technical protocol, specified in the Specification (for example if the estimation of non-metallic inclusions were agreed in Technical conditions or Technical protocol according to standard DIN50602, the Buyer is obliged to carry out an estimation in accordance with this standard).

1.8. Other non-conformity cases:

In case of other non-conformity with the requirements of the Technical conditions (Technical protocols) revealed during the incoming inspection of the Goods in the state of delivery and not specified in the items 1.1 to 1.7, the Buyer and the Seller shall agree (if necessary) on the methods and control parameters.

2. Goods (metal products) with hidden defects:

Metal products with hidden defects revealed by the Buyer or its End User during manufacturing of half-finished products or during production:

- Sample or a photo of the defective metal products;
- Description (test report) of the revealed defect;
- Description of the technological procedure by indicating the sequence of technological operations made to the metal products from the moment they were received (in the state of delivery) until the defect was found, the key parameters (for example, temperatures and speeds of heating, endurance time at the set temperature during operations of deformation or heat-treatment, conditions in which tests were carried out).

3. Others:

If the Buyer is not able to provide the requested samples or other documents to the Seller, after agreeing with the Seller, the Buyer is authorised to involve in the process a competent independent organization. The final protocol of the competent independent organization with the test results on the defected metal products must be attached to the Certificate of claim. ■