

CONBYTH Claim Policy Core Terms

1. Quality Commitment

For any quality issue proven to be our responsibility, we will handle it fairly, promptly, and responsibly, minimizing your losses—even though we cannot visit your site or arrange product returns/exchanges due to international logistics constraints.

2. Time Limits for Filing a Claim

Defect Type	Time Limit
Visual(scratch, bare spot, colour difference)	Within 7 working days of arrival
Dimensional(thickness, width, sickle shape)	Within 7 working days
Performance(mechanical, salt spray, T-bend, MEK)	Within 30 working days

Claims after the time limit will not be accepted.

3. Defect Definitions, Examples & Compensation

3.1 Linear Defects

Item	Description
Definition	Continuous/intermittent line mark, width < 5 mm
Examples	Scratch, black streak, bare line, coating scratch
Affected Value	Length(m) × Width(m) × Thickness(m) × 7.85 × Unit price Min length: 2m
Compensation	Minor(substrate not exposed): 3%–5% credit or wire transfer Severe(substrate exposed): 15%–50% credit or wire transfer

3.2 Spot/Block Defects

Item	Description
Definition	Local spot/patch,diameter/side<50 mm
Examples	Zinc dot,bare spot,black stain,blister,pinhole
Affected Value	Calculated length×Width×Thickness×7.85×Unit price length:extend 0.5m each side(total 1m);combine per consecutive rule
Compensation	Occasional single spot:no compensation or confirmation letter Dense(>5/m ²):5%–15%credit or wire transfer

3.3Area Defects

Item	Description
Definition	Defect area≥0.1 m ² ,affecting appearance/use
Examples	Large-area peeling,rust patch,large bare area,passivation stain
Affected Value	(Defect area÷Total coil area)×Total coil value Min equivalent length:2m
Compensation	Proportional to area×factor 1–2(severity)

3.4Coating/Film Performance Defects

Item	Description
Definition	Measured performance below standard/contract
Examples	Low coating weight,low paint thickness
Affected Value	Net weight × Unit price,or proportional for partial failure
Compensation	•Thickness/weight deficiency(see details) •Critical defect(wrong material):refund difference

Coating/Paint Thickness Deficiency Details

Item	Rule
Tolerance	Coating weight: $\pm 3 \text{ g/m}^2$; Paint thickness: $\pm 2 \mu\text{m}$. Within tolerance $\rightarrow$ no claim
Deviation%	$(\text{Measured} - \text{Required}) \div \text{Required} \times 100\%$ (under only)
Value factors	Coating: $\leq 80 \text{ g/m}^2 \rightarrow 0.4$, $80 - 150 \text{ g/m}^2 \rightarrow 0.7$, $\geq 150 \text{ g/m}^2 \rightarrow 1.0$ Paint: $\leq 15 \mu\text{m} \rightarrow 0.3$, $15 - 25 \mu\text{m} \rightarrow 0.6$, $\geq 25 \mu\text{m} \rightarrow 1.0$
Formula	Galvanized/Galvalume: $\text{Affected value} \times \text{Deviation\%} \times \text{Coating factor}$ Pre-painted (only coating): same Pre-painted (only paint): $\text{Affected value} \times \text{Deviation\%} \times \text{Paint factor}$ Pre-painted (both): $\text{Affected value} \times [(\text{Coating dev\%} \times \text{Coating factor}) + (\text{Paint dev\%} \times \text{Paint factor})] \times 0.5$
Measurement	≥ 5 points evenly (excluding 5m from ends), arithmetic mean

Example:

Product	Requirement	Measured	Dev%	Grade/Factor	Affected Value	Compensation
Galvanized Z100	100 g/m ²	92	8%	Med(0.7)	\$10,000	\$560
Galvalume AZ150	150 g/m ²	140	6.67%	High(1.0)	\$10,000	\$667
Pre-painted(both)	Coating 100, Paint 20	92, 18	8%, 10%	Coating 0.7, Paint 0.6	\$10,000	\$580
Pre-painted(only paint)	Paint 20 μm	17 μm	15%	Paint 0.6	\$10,000	\$900
Pre-painted(high coating, low paint)	Coating 200, Paint 15	195, 12	Paint 20%	Paint low 0.3	\$10,000	\$600
Galvanized Z60	60 g/m ²	58	-2 (in tol)	--	\$10,000	\$0

4. Minimum Claim Threshold

- If compensation < 100 USD per single claim: no cash/credit; provide Quality Confirmation Letter or accumulate for next order.
- Exception: Defects within 3m of coil ends, or proven total material rejection.

5. Consecutive Defects Rule

- If sound section between two defects ≤ 2 metres: combine into one continuous zone—entire length from first defect start to last defect end is affected.
- If sound section > 2 metres: treat independently—sound section not compensated.
- If combined zone covers $\geq 80\%$ of total coil length, count whole coil.

Examples:

Defect Distribution	Sound Section	Ruling	Affected Length
0–5m, 6–10m	1m (≤ 2 m)	Combined	10m
0–5m, 8–12m	3m (> 2 m)	Independent	5m+5m=10m (3m sound not compensated)
0–5m, 15–20m	10m (> 2 m)	Independent	5m+5m=10m (10m sound not compensated)

6. Value Difference Compensation Principle

- For severe performance failures and critical defects, we compensate the difference between prime value and scrap value.
- Scrap price: Local heavy melting scrap (ex-VAT) price on claim date; or LME scrap index/mutual agreement.
- Formula: (Contract unit price – Scrap unit price) $\times$ Affected weight = Compensation.

7.Our Commitment

- No physical return of defective material—photos/videos and third-party reports sufficient.
- Liability determination within 7 working days;payment within 10 working days.
- Compensation methods:Credit note(deducted from next invoice)or Wire transfer.