

Schupan Consumer Claims Guidelines

Introduction

- Welcome to our Consumer Guidelines for Metal Recycling Claims. As a leading global nonferrous metal recycling brokerage company, we aim to ensure that every transaction meets your expectations and adheres to our strict quality standards.

Objective

- Our goal is to protect you against financial risks and ensure compliance with all contractual obligations related to the quality and quantity of recyclable materials.

Quality Checks

- Upon receiving your shipment, we encourage you to perform thorough quality checks. This helps verify the material against the contractual specifications, including type, grade, and weight.

Claims Process

- Initial Notification
 - It is critical for the integrity of our claims process that you notify us of any discrepancies within 10 days of receiving the material, in accordance with the INCO terms specified in our sales contract.
 - Your notification should include:
 - Quarantine Confirmation: A statement confirming that the material has been quarantined, as per our guidelines, until the claim is resolved.
 - Discrepancy Report: A detailed report highlighting the specific discrepancies between the received material and the contractual agreement.
 - Quality and Weight Certificates: Copies of the quality and weight certificates that accompanied the shipment, to be cross-referenced with the material received.
 - Test Results: If applicable, laboratory test results that demonstrate how the material deviates from the agreed standards.
 - Photographic Evidence: Clear, date-stamped photographs of the material as received, showing the aspects in which it does not comply with the contractual specifications.
- Notification Timeline and Claim Refusal
 - Please be advised that it is imperative to report any discrepancies within a 10-day period from the receipt of the material, as specified by the INCO terms in our sales contract. If you fail to notify us within this 10-day window, we reserve the right to outright refuse the claim.
 - This policy is firmly established to ensure the timely and accurate processing of claims and to uphold the fairness and integrity of our transactions. Adhering to this timeline is crucial for a transparent and efficient 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.

Commitment to Quality and Consumer Protection

- As the broker in your transactions, we fully embrace our responsibility to ensure the quality of materials provided to you, our valued consumers. We understand the importance of this role and are committed to diligently upholding high standards of quality and reliability in every transaction.
- In the event of any quality issues, we not only acknowledge our responsibility to our consumers but also actively engage in resolving these issues. Our approach is twofold:
 - Direct Responsibility: We take direct action to address and rectify any quality issues that arise, affirming our commitment to your satisfaction and trust in our services.
 - Mediation and Resolution: In addition to taking responsibility, we also function as mediators to facilitate fair and equitable solutions between you and the supplier. This involves understanding all perspectives, negotiating, and finding a resolution that is acceptable to all parties involved.
- Claims must be raised within the specified timelines to enable us to efficiently manage these responsibilities. Our goal is to resolve disputes in a manner that reinforces your confidence in our ability to protect your interests and maintain the integrity of our transactions.