



## IMPORTANT INFORMATION PLEASE READ!

### AMERICAN BUILDINGS COMPANY CLAIMS – BACKCHARGE – DISCREPANCY PROCEDURES

It is the desire and goal of American Buildings Company to ship buildings with zero defects from our various fabrication facilities throughout the country. However, as is reality in our industry, occasionally, minor misfits and/or omissions may occur.

**CLAIMS SUBMITTED OUTSIDE SPECIFIED PROCEDURES WILL NOT BE CONSIDERED.** Claims will be addressed using MBMA Guidelines and American Buildings Company Policy along with the contractual agreement between ABC and the Builder/Purchaser.

**Damaged Noticed Upon Delivery** must be reported to the Customer Service Coordinator **within 72 hours** of delivery to the jobsite. Upon receipt of delivery, all bulk steel, bundles of steel, panel bundles, crates, skids, etc. should be accounted for in accordance with the bill of lading. In the event damage is evident, it should be noted on the bill of lading, along with the date and signature of both the Builder/Purchaser and delivering truck driver. When orders are picked up by the customer's carrier, claims for damage should be filed with the carrier. Any damaged crates or boxes should be opened and inventory inside checked for hidden damage and noted accordingly. Problems related to paint or primer must also be reported **within 72 hours**. Photos are highly encouraged.

**Shortages** must be reported within **30 days** of receipt of shipment. ABC strives to ensure every shipment is complete and materials are fabricated correctly. Occasionally, items may be missing or appear to be missing. It is important you communicate with Customer Service as soon as possible regarding items that you feel are missing. ABC will investigate and determine how the problem is to be handled by one of the following methods:

1. ABC will ship the missing or mis-fabricated material \*
2. ABC may authorize the local purchase of material
3. ABC will advise how mis-fabricated material may be modified for field correction
4. ABC reserves the right to request the return of defective or incorrect materials

\* Stock warehouse items are shipped within 24 hours of notification. Parts that must be fabricated are shipped within 72 hours. **Please note that items reported missing after 30 days that cannot be documented to be an ABC error will be processed and invoiced as a component order.**

#### **Fabrication Errors**

**All Corrective Fieldwork must be Pre-Authorized-** Any corrective fieldwork due to fabrication or engineering errors requires authorization from American Buildings Company prior to corrective action being taken. Please immediately contact your Customer Service Coordinator for an authorization number before proceeding with any corrective fieldwork. Once the error is reported and the most cost effective solution is determined, an authorization number will be issued from the customer service coordinator authorizing the builder to proceed on the agreed upon amount. Once the fieldwork is completed, please note the authorization number on the final invoices submitted for this corrective fieldwork. A credit will then be issued to your account. Please note that credit will not be issued until these final invoices noted with the authorization number are received. **Non-authorized charges for corrective fieldwork will not be considered! Claims should be submitted within 30 days of completion of authorized work.**

**A Claim Authorization submittal form must be completed and forwarded to Customer Service prior to authorization of corrective fieldwork. (See Attached Form)**

**Please Remember to:** 1) Note damage upon receipt. 2) Inventory and Report missing items within 30 Days. 3) Contact you Customer Service Coordinator for authorization prior to any modifications or corrective fieldwork.

