



GATSTEEL INDUSTRIES INC.

361 Attwell Drive, Etobicoke M9W 5C2

March 25, 2009

Dear valued customer:

Gatsteel would like to take this opportunity to clarify our policy on the processing of claims and non-conforming material. Your business is very important to us and we want to work together on any concerns that you may have.

1. The non-conforming items must have proper identification and trace ability which references our shipping tag number and reference to invoice number.
2. Samples of the non-conforming material must be available for inspection by Gatsteel.
3. Gatsteel must be aware of claims as they occur. No claim will be accepted after 45 days from date of shipment.

Please contact Mr. David Sloane-Manager of Quality Control at (416) 675 2370 ext#227. Gatsteel sales department is not authorized to investigate claims.

4. Prior to accepting responsibility Gatsteel will need to verify that our processing of material was a contributor to the non-conforming product. If the above is found to be the case we will then review for possible compensation.
5. Claims for rust will not be accepted when material is shipped dry on cold rolled product. No claims for rust on other products will be accepted past 15 days from date of shipment.
6. Gatsteel will not compensate for labour, processing or administration fee, as we do not control the Manufacturing and Inspection standard our customers or who their processors employ.
7. Gatsteel will reimburse the cost of material only based on original invoice value.
8. Unless written notification is received, a re-stocking charge of \$200.00 will be applied for shipments refused at a customer's facility.

We thank you for your co-operation in this matter.

Gatsteel Industries Inc.

A handwritten signature in black ink that reads "John Davis". The signature is written in a cursive, flowing style.

John Davis
General Manager