

FREQUENTLY ASKED QUESTIONS

*Here are a few questions we at Flack Global Metals (FGM) hear quite a bit.
If you have any other questions, please reach out to a member of your sales team.*

WHAT DIFFERENTIATES FGM FROM OTHER SERVICE CENTERS?

We started FGM in 2010 to reinvent how metal is bought and sold in this industry. We created a better way to help customers manage their supply chains in an increasingly volatile market. We integrate risk management and hedging into our buying practices while still offering traditional sourcing options. Our geography-agnostic business model means your supply chain is specific to your location, not ours. Combining these two approaches with the expertise of our team creates a modern service center unlike any other.

WHAT PRODUCTS CAN I GET FROM FGM?

We offer a full range of flat rolled metals, including aluminum, carbon steel, stainless and pre-painted metals. Specifically, we source hot rolled, cold rolled, aluminized, galvalume, stainless, pre-paint, galvanized and galvanized products.

WHAT PROCESSING CAPABILITIES DOES FGM HAVE?

With a vast and fully vetted network of processing partners across North America, we can source any service you might need in a supply chain created specifically for you. Processing capabilities include slitting, sheeting, blanking, coating, painting, temper-passing, leveling, embossing, galvanizing, pickling and others. Our business model allows you to take advantage of location, capabilities and fluctuating lead times with a nimbleness other service centers can't provide.



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IF SOMETHING GOES WRONG, IS FGM ACCOUNTABLE?

Our team has absolute responsibility for making sure you are taken care of from start to finish. Because we manage the entire supply chain, our technical experts will communicate with the mill, carriers, processors and/or vendors on your behalf to resolve any issues. We effectively manage your expectations for delivery of product so you can then take care of your customers' expectations.

DOES FGM HAVE BETTER BUYING POWER THAN OTHER SUPPLIERS?

There is no single way to define buying power. We can say with certainty our approach to buying and selling metals is unlike anyone else in the industry. We provide unique solutions to remove volatility from your supply as well as your pricing, giving you a better way to manage your supply chain and an edge against your competitors.

WHERE WILL MY INVENTORY BE STORED?

Our geography-agnostic, asset-light model means your supply chain is specific to your location, not ours. We will strategically place your inventory in a secure warehouse or processing facility based on your location to ensure on-time delivery of quality products when you need them. Your products' availability and security are our top priorities.



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DO YOU HAVE INVENTORY OR HOW LONG DOES IT TAKE TO GET MATERIAL? HOW QUICKLY WILL I RECEIVE MATERIAL?

Because we're asset-light, we stock inventory throughout our network across North America. Instead of passing along the overhead costs of physical locations, we develop programs based on your monthly material consumption. We use buying strategies that reduce volatility to protect you and provide pricing advantages. Once a program is established, we maintain a "pipeline" of material to fulfill your demands while minimizing inventory, increasing turns, and ultimately driving out costs that traditional distributors pass along to you.

HOW CAN FGM HELP ME NAVIGATE MARKET FLUCTUATIONS?

We're purpose-built to do exactly that. We've integrated risk management and hedging into our own buying and selling practices and created one of the most modern metals service centers in the industry. We never put customers in a position we have not been in ourselves. We also provide unparalleled market intelligence that helps drive profitability even in the most volatile up-and-down market cycles.

WHAT ARE YOU NOT GOOD AT, OR ABLE TO SUPPLY?

FGM will always do our best to meet your unique needs. However, there are a few things outside of our capabilities. Small quantity orders are difficult for us to supply. We don't supply materials like brass and copper or long products like beam, bar, and wire. We're committed to unparalleled service. Because of that, we won't commit to an order if the specs or quality requirements cannot be met.



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CAN FGM HELP US WITH NEW PRODUCT DEVELOPMENT AND/OR PRODUCT INNOVATION?

Absolutely! Our team of experts combined with our vast network of processing partners across North America provides unparalleled resources to help you lead via product innovation. FGM can work with sourcing mills and processors in your supply chain to deliver targeted properties and alternative alloys that improve your current product performance.

WHAT TERMS DO YOU OFFER?

FGM offers standard terms of net 30. For customers not able to meet our credit standard, we can offer extended additional terms upon review of financial records.

HOW DO I ESTABLISH CREDIT WITH FGM?

Our process is simple - complete and submit a credit application with FGM. We'll review with our credit insurers and reach out to you within 72 hours.

DOES FGM OFFER CONSIGNMENT OF JIT PROGRAMS?

FGM will work with you to create a program specific to your unique needs. We offer both consignment and JIT programs on a case-by-case basis.

HOW LONG DOES IT TAKE TO RESOLVE A MATERIAL CLAIM?

Our team has absolute responsibility for making sure you are taken care of from start to finish. Should you submit a claim, our quality and claims department will work to resolve the claim within 30 days or less.



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WHAT ARE YOUR TERMS AND CONDITIONS IN DOING BUSINESS TOGETHER?

Our standard Terms and Conditions are available [here](#).

DOES FGM HAVE TECHNICAL SERVICE PERSONNEL TO HELP WITH FIELD PROBLEMS?

Yes! We have experienced technical personnel ready to assist should any field problems arise.

WHERE CAN I HEAR MORE ABOUT FGM?

FGM has received multiple industry awards, like the Fastmarkets Global Awards for Steel Excellence, Service Center of the Year in 2020. But we think our customers say it best. We're happy to provide referrals upon request.

WHAT DOES THE FUTURE HOLD FOR FGM?

We started FGM to bring a new lens to viewing the metals industry. We're not stopping there. The future of FGM is all about growth - expanding our network, growing our team and extending our customer base with those OEMs who are ready to finally remove volatility and risk from their metals supply chain.

