

Flooring Claim Form

IMPORTANT: Our warranties cover replacement or refund of the flooring only, not labor (including the cost of labor for installation of the replacement floor) or costs incurred with loss of time, incidental expenses or any other damage.

IN ORDER FOR US TO PROCESS YOUR CLAIM, WE REQUIRE:

- Completed Flooring Claim form
- 5 pictures showing the issue
- Proof of purchase of flooring
- 3 pictures showing the entire room
- 2 pictures showing the use of moldings (transitions/reducers/stair nosing)

Date: _____

YOUR CONTACT INFORMATION

Owner's name: _____

Mailing address: _____

Home phone: _____ Mobile phone: _____ Email address: _____

Best time of day to contact you: _____

WHAT IS THE PROBLEM WITH THE FLOORING?

Date problem was first noticed: _____

How much flooring is affected: one carton all cartons purchased other: _____

Description of problem: _____

Steps that have been taken to resolve problem: _____

Has anyone visited your property regarding this claim, and, if so, who and when: _____

Return this form along with your proof of purchase and the requested photos:

Customer Service 1851 E. Florida Street, Springfield, MO 65803 | email: custsupport@qualitycraft.com | phone: 1-800-459-4409

WHICH FLOORING PRODUCT DID YOU PURCHASE?

Product name: _____ Product dimensions: _____
Colour name: _____ Quantity purchased: _____ sq. ft.

WHERE AND WHEN DID YOU PURCHASE THE PRODUCT?

Store where you purchased the product: _____
Contact name at store: _____ Date product purchased: _____

DESCRIBE THE INSTALLATION AND PROPERTY

Date product was installed: _____
Installer's name: _____ Installer's phone: _____
Where has product been installed: At grade Above grade Below grade Other details: _____
Type of underlay: _____
Type of subfloor: _____ Is there a crawl space: Yes No
Type of heating system: _____
Age of house: _____ Number of animals in the house: _____
Is there a humidifier : Yes No Is there ever condensation on your windows: Yes No

HOW HAS THE FLOORING HAS BEEN MAINTAINED?

What products are used to clean the flooring: _____

Describe the cleaning process: _____

How often is the floor cleaned: _____

