

# 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](mailto: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 adhesive used (if required): \_\_\_\_\_  
Has the adhesive manufacturer been contacted:  Yes  No  
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: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_