

Case Form-Terms and Conditions

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Our goal through the entire case process is for you to get a resolution that works. Please take a few moments to review the terms of a case with us. If you have any questions or concerns over the information included in this document, let us know. We are here to help you through the claim process, start to finish.

Please note that once a case is filed, the case process must be followed, or the case will be denied.

Claim Information

Notification of your concerns must be made as soon as the issue is noticed, within 15 days after delivery on all non-warranty cases.

Installation is acceptance. If damaged and/or defective product is installed, we cannot be held liable.

All installations must be installed to meet or exceed industry standards. Any installation determined to be installed incorrectly will void case.

Trims and/or transition pieces are intended to coordinate with the flooring product. Trims will not match exactly due to the grain and color variations in natural products. This is not a valid case.

Flooring made of natural products, such as hardwood and bamboo, will have variation that can range in color or tone up to 25% within the same species. This is not a valid case.

It is your responsibility to mitigate damages. This means that when possible, damaged or repairable product should be used. It is a federal standard to mitigate loss. Occasionally, small flaws occur during transportation, installation, and manufacturing which do not necessarily preclude use of the planks. This material may be used for the cuts required when installing the material, providing this does not affect more than 7% of the total material ordered.

NOTE: We recommend 10%-15% extra material be ordered to ensure plenty of material is available to complete the installation.

We need a minimum of four (4) photos that clearly show the concerns you are having. If your case is regarding damages, please ensure that the photos show the damaged product and not the torn cardboard box. More photos are better, so you may send more if you feel that would help us understand your concern.

If pictures do not clearly show the issue, we may need you to send a sample of the damaged and/or defective item(s). If a sample is required, place it in a sealed bag before packaging it.

If neither pictures nor samples are conclusive, a third-party inspector will be required to physically inspect the reported problem. Inspections cost \$395.00 to our customers, but if the inspection report proves that the issue is a manufacturing defect you will be refunded for the full inspection fee.

We are not responsible for extra or incidental costs that occur in the replacement or repair of defective product. We will only cover the cost of the product that is being installed to replace the defective product. All other costs have to be covered by the purchaser.

The product warranty will only apply if:

You are the original purchaser.

You have paid in full for the product.

Product was installed according to product installation guidelines.

Product was acclimated appropriately prior to installation.

My signature below acknowledges that I agree to the Case Terms & Conditions and confirm that the declarations made on the Case

Form are fact and hereby certified as correct.

Print Name: _____

Date: _____

Signature: _____

Order Number: _____

Please check the box that relates to your case issue.

Product Warranty **Product Defect** **Order Issue** **Delivery Damages** **Other**

For delivery damages, please fill out **Client Information** and **Description of Concern** sections only.

Client Information

Name: _____

Address: _____

Phone: _____

City, State: _____

Email: _____

Zip code: _____

Address where product is located, if different than above:

Address: _____

Zip code: _____

City, State: _____

Home/Jobsite Information

Date Delivered to Home/Jobsite: ___/___/___ **Date of Problem:** ___/___/___ **Date Installed:** ___/___/___

Acclimation Period: _____

Acclimation Location: _____

Square Feet Installed: _____

Square Feet Involved in Claim: _____

Number of planks involved or percentage of floor affected:

Sub-Floor (select one): Concrete Plywood OSB Particle Board Other (specify): _____

Sub-Floor Thickness: _____

Crawl Space (select one): Yes No

Jobsite (select one): Existing New Construction **Type of heating system in home:** _____

Number of Pets: _____ **Number of Adults:** _____ **Number of Children:** _____

Rooms Installed: _____

Describe how the floor is being maintained (cleaning regimen): _____

Installation Information

Installed by: _____

Installer License Number: _____

Installation (select one): **Below Grade**

On Grade

Above Grade

Installation Method (select one): **Glue-Down**

Nailed/Stapled-Down

Floating

Expansion Space: _____

Description of Concern: Please briefly describe your flooring issue.

How many boards or cartons are affected? _____

