

LVT - LVP Customer Service & Warranty Claim Report

ALL RELEVANT FIELDS MUST BE COMPLETED			
Client Name:		FILE REF #	
Address:		INSPECTOR:	
		E-MAIL	
Tel #:		CELL #:	
e-mail:		WORK #:	
Store Name and Contact Info:		Purchase Info & Notes:	
Date store called:		Product Name:	
Store Name:		SKU#	
Address:		Invoice #	
		Lot # from end of box:	
Contact Name:		Number of boxes purchased:	
Contact Cell #:		Date of purchase: DD/MM/YY	
Store Tel #:		Date delivered to site: DD/MM/YY	
Contact e-mail:		Date of installation: DD/MM/YY	
Store comments:		Room temp. during installation	
		Was floor professionally installed?	Yes
		Customer will fax install receipt:	Yes
		Samples collected and identified	Yes
		Photos of problem emailed:	Yes

INSTALL SITE INSPECTION QUESTIONNAIRE:

Install Area Information: Residential Commercial	
Is home new or a renovation? Renovation New Construction	
Type of home: Bungalow 2-Story Office	
Where is problem area located? Main floor 2nd level Basement	
Heating system type:	
Sub-floor Info:	Underlayment Used: Yes No
Concrete Plywood/OSB Other/Existing:	Underlayment Brand & Model:
Other/Existing, please specify:	Underlayment Thickness:
Sub-floor leveled before installation?	Sub-floor height (flatness) variance measurements:
Material used to level sub-floor:	
Floor unclicking or gapping:	General floor installation area information:
How many places have gaps?	What date was the flooring problem first noted?
Are gaps along ends or sides of tiles/planks?	In what room(s) is the floor installed?
Are gaps near ends of rows?	What are min & max width of expansion gaps? Min: Max:
How long is the longest gap?	How many areas were checked for expansion gap?
Tiles/planks cupping/crowning:	Were baseboards removed to measure gap?
Issue is cupping: No Yes	Were doorway trims undercut?
Issue is crowning: No Yes	Does room/area have large windows or patio doors?
How many tiles/planks are showing this?	What exposure do windows & patio doors face?
What area is the issue located?	What large furniture is on the floor?
Floor issue is finish or surface appearance:	What large appliances are on the floor?
Floor has scratches: Yes No	Are counters installed on the floor?
Floor has gloss issue: Yes No	What are widest & longest dimensions of install area?
Do tables & chairs have felts? Yes No	
What type and size of pets?	
How is the floor maintained?	Photos must be well focused and clearly show flooring issue.
Where is the finish issue located?	
Room and floor temperature:	
Type of heating in install area:	
Room air temperature:	
Floor surface temperature:	

The information contained will be treated as confidential and will only be shared with persons involved in the sale and/or installation of the floor.

All information provided must be accurate and complete, site data must be obtained by an independent and qualified vinyl flooring inspector.

We reserve the right to request additional information, as well as to independently verify any portion of the information provided.