

CUSTOMER CLAIM FORM

PLEASE READ BELOW INSTRUCTIONS BEFORE COMPLETING THE FORM

IMPORTANT!

1. If possible, please complete this form directly on the computer and email to Jaeckle's Claim department: claims@jaeckledistributors.com.
2. Please be sure to submit complete information to all of the questions.
3. Please send samples AND pictures. Pictures may be emailed to : claims@jaeckledistributors.com.
Samples may be sent to :
Attn: Claims Department, Jaeckle Distributors, 4101 Owl Creek Dr, Madison, WI 53718
Without necessary information and samples, claims cannot be properly evaluated.

1. CUSTOMER INFORMATION

Customer name and contact information	
Customer Phone #	
Retailer information (name & adress)	

2. PRODUCT INFORMATION

Product	<input type="checkbox"/> Laminate <input type="checkbox"/> Luxury Vinyl		
Product name			
Size (L x W x T)		Decor/color	
PO number (if available)		Gluedown or Click?	
Production code	(Found on the end label of LV cartons, on the back side of laminate planks)		

3. CLAIM SPECIFIC INFORMATION

Quality Issue	Floor installed? If yes, date of installation?		<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date:	
	Surface area in sqmt/sqft with defect?					
	Who installed the floor?	<input type="checkbox"/> home owner <input type="checkbox"/> professional installation team <input type="checkbox"/> other, specify:				
	Problem found		<input type="checkbox"/> before installation	<input type="checkbox"/> during installation	<input type="checkbox"/> after installation	
	Installation type		<input type="checkbox"/> glued	<input type="checkbox"/> floated		
	Width of expansion gap? (space between planks & the wall)					
	Subfloor	<input type="checkbox"/> concrete <input type="checkbox"/> wood frame <input type="checkbox"/> other, specify:				
	Air conditioner in the room where the problem occurred?		<input type="checkbox"/> Yes	<input type="checkbox"/> No		
	Humidifier in the room where the problem occurred?		<input type="checkbox"/> Yes	<input type="checkbox"/> No		
	Underfloor heating?		<input type="checkbox"/> Yes	<input type="checkbox"/> No		
	Type of underfloor heating		<input type="checkbox"/> Electric	<input type="checkbox"/> Water		
	Type of underlay between subfloor & the flooring?					
	Moisture content of the subfloor where planks were installed?					
	Average of relative humidity of the air after installation?					

4. DESCRIPTION OF THE CLAIM

*Please fill in if more information is required to understand your claim or if the claim is not specified above.
 (do not forget to mention the quantity and receive date or ship date)*