



Distributor: Jaeckle Distributors, Inc.
 Date Submitted: _____
 J.Michael & Co. Claim ID#: _____

We need your assistance with the following information:

1. Fill out the claim report completely with as many details as possible
2. Provided several photos (required)
3. Submit dealer invoice (required)
4. Submit samples of flooring (required for glue down)
5. Include contact name and phone numbers of all parties involved
6. Include any applicable labor quotes, bids or invoices

| | Retailer | Consumer |
|---------------|----------|----------|
| Contact Name: | | |
| Phone #: | | |
| Address: | | |
| City: | | |
| State/Zip: | | |

Person filling out form: _____ Phone: _____
 Date filled out: _____ Fax: _____
 Product name: _____ SKU #: _____
 Installation date: _____ Job size _____ (SF)
 Affected footage: _____ (SF)

Entry Dining Living Family Bedroom 1/2 Bath Basement

Installation method (Check): Nail Staple Float Glue

Adhesive used: _____ Trowel used: _____

Subfloor (Check one): OSB Particleboard Concrete Plywood Other: _____

Was subfloor level to within a tolerance of 3/16" over 10' span? Yes No

Type of construction (Check one): Pier & Beam Slab Basement Crawl Space

Type of heating system (Check one): Electric (forced air) Gas Radiant Woodstove/Fireplace

Are there foundation vents? Yes No Does home have: Humidifier Yes No
 Dehumidifier Yes No

Flooring installed by (Check one): Homeowner Contractor Wood Installer

If defects are present, when were they noted: Prior to installation After installation

What date were the defects (problems) noticed: _____

Are sample being sent: Yes No Are photos being sent: Yes No

Description of complaint:

Suggested action; Per Customary & Reasonable Industry Procedures:

Does product measure true? Width: _____ Length: _____

Moisture readings: Product: _____ Subfloor: _____

Humidity in room: Meter reading %: _____ Moist Dry Very Dry

Brand and type of floor care products being used: _____

Review check-off list: Completed form Receipts
 Samples and/or Photos Inspection reports

An on-site inspection may be required. Please be reminded that within our warranty it states that "LM Flooring reserves the right to determine with sole discretion, whether any item hereunder is defective or subject to an exclusion enumerated hereby". LM Flooring accepts no responsibility for costs incurred when a floor with visible defects has been installed.

LM FLOORING OFFICIAL USE ONLY

Date received: _____ Action recommended: _____
 Accepted Adjusted Rejected

Notes

