



CLAIMS PROCESS - Mannington Express Brief Guidelines

The Claim is Initiated

If your claim is for material that has not been installed or cut for installation, the material can be returned to Jaeckle for full credit and we can file the claim through Mannington.

If the material has been cut for installation or has been fully installed, the claim must be filed through Mannington Express. This can be done by filling out a claim form on-line (www.mannington.com) or calling 1-800-FLOORUS (1-800-356-6787). The customer care team will walk you through the claim process as well. If you are Self-Inspect, a claim can be written up on a CC6 form up.

There are 3 types of claims – Residential, Builder, and Commercial. The claim is considered a builder claim when the builder is still involved – typically up to a year after construction. All claims can be called into 1-800-FLOORUS, please indicate what type of claim you are calling in and they can transfer you to the appropriate department.

Direct Lines:

Stainmaster claims – 1-800-438-7668

Commercial claims – 1-888-673-2274

Information Requested to Process the Claim

- Contact and installation information requested up front
- Distributor invoice.
- Customer proof of purchase.
- Builder receipt/contract if available.
- Pictures and/or sample showing the concern.

Questions asked when calling in a claim:

- Consumer name, address, and phone number
- Retailer name, address, and phone number
- What is the pattern number and quantity involved in claim
- Where is the material installed – which rooms
- What type of subfloor is the material installed over
- What method of installation – full spread, perimeter, or loose lay
- When builder is involved, their name, address, and number

Where to send samples:

Laminate

Attn: Customer Care Department
Mannington Mills
210 N Pendleton St
High Point, NC 27260

Wood

Attn: Customer Care Department
Mannington Mills
1327 Lincoln Dr
High Point, NC 27260

Vinyl, VCT, Poreclain

Attn: Customer Care Department
Mannington Mills
75 Mannington Mills Rd.
Salem, NJ 08079

Once all the information is requested and received the claim is reviewed and a determination is made. The claim is deemed warranted or non-warranted.

If the concern is **not warranted** Mannington:

- Contacts the retailer and discuss findings.
- Confirmation letters are sent to all parties: Distributor, retailer & builder.

If the concern is **warranted** Mannington:

- Contacts retailer and builder.
- Confirmation of claim authorization letters are sent to all parties: Distributor, retailer, and builder.
- Once the floor has been replaced we receive the replacement distributor invoice and credit the material to the distributor.
- Final replacement labor bills are submitted on the retailers company letterhead. Labor is issued by check unless retailer prefers to have it credited to the distributor.

When a Claim is Authorized for Replacement

Authorization letters will be sent to the retailer, distributor, and builder. At this point, you can call Jaeckle and order replacement through the regular order desk. Reference the claim number provided by Mannington and this material will be sent to you at no charge. We will send this replacement order information to Mannington for final approval and credit is issued. Labor credit is sent directly to you, the retailer.