



Claim Form

Distributor _____ Tel # _____
Street _____
City _____ State _____ Zip _____

Retailer _____ Tel # _____
Street _____
City _____ State _____ Zip _____

Consumer _____ Tel # _____
Street _____
City _____ State _____ Zip _____

Product Information

Product name/description _____
Grade _____ Color _____
Run number (code on end of packaging) _____

Purchase Information

Date purchased by consumer _____ Quantity Purchased _____
Date Installed _____ Quantity Installed _____
Square Feet involved in Complaint _____
Number of Planks Involved or % of Floor Affected _____
(INCLUDE PHOTOS TO SUPPORT CLAIMS)

Installation Information

Installed by (Check one) Retailer _____ Consumer _____ Consumer contracted installer _____
Install method (Check one) Glued _____ Stapled _____ Nailed _____
Type of Glue/Stapler/Nailer Used _____
Type of Staple/Nail Used _____
Rooms installed _____
Air pressure of the compressor used _____
Nailing/Stapling pattern _____
Was stapler or nailer seated correctly in nail bed? _____
What is the joint spacing? _____
What is the expansion left around perimeter of room? _____
(INCLUDE PHOTOS TO SUPPORT CLAIMS)

Subfloor Information

Type (Check one) Concrete__ Plywood__ OSB__ Particle Board __ Other (specify) _____
Grade (Check one) Below Grade_____ On Grade _____ Above Grade _____
Thickness_____ Moisture Content of concrete/wood _____

Inspection Information

Moisture Content of Floor _____ (photographs of readings required)
Top Reading _____ Bottom Reading _____
Type of moisture meter used _____
Humidity Levels _____ Temperature _____
Humidifier _____ Dehumidifier _____
Type of heating system in the home _____
Was HVAC up and running during install? _____
Was job site existing or new construction? _____
How many people live in the home? _____
Does the home have pets? _____

Cleaning Information

Cleaning products used _____
Type of mop/cleaning device used _____
How is the flooring maintained? _____
Describe the cleaning regimen _____
Is there a cleaning company? _____ How many days a week do they clean? _____

Outdoor Information

Does water drain away from the home? _____ Is there a sprinkler system? _____
Is the home near a lake? _____ Is there a pool? _____
Is there a crawl space? _____ Does the crawl space have sufficient cross ventilations? _____
Is the crawl space 100% covered with Polyethylene? _____
Is there a basement in the home? _____

Customer Complaint

(What does the home owner perceive the problem to be?)

Retailer Complaint

(Make sure all measurements are noted)

Distributor Recommendation

(Make sure all measurements are noted)

Have you included?

- Prime Supply Invoice
- Distributor Invoice
- Labor Bill
- Samples of Claim
- Photographs
- Release Form

<u>Prime Supply Office Use Only</u>	
Denied _____	Approved _____
Full _____	Partial _____
Amount \$ _____	
Credit Approved by _____	
Amount of Material \$ _____	
Amount of Labor \$ _____	
Other Amount \$ _____	
Total Claim Amount \$ _____	
Comments _____	

Signature _____	Date _____

