



T: 1-800-776-6655 | F: 1-800-249-6655 | PO Box 2628, Durham, NC 27715

Pan Tim Claim Guidelines:

- Complete claim form and send to claims@dsx.com
- Take pictures of the problem area(s) and overall room and email to claims@dsx.com
- Take pictures without flash and with digital camera when possible
- If floor has been previously inspected include name and copy of the report from the inspector
- Claim number is going to be the same as the Dealer's Supply invoice number
- Professional installation invoice/Proof of payment (required for any claim of installation)
- Send samples to:
 - PanTim Wood Products
15 Washington Ave.
Scarborough, ME 04074
 - Label samples with claim number

**Questions? – Contact the Dealers Supply Claims Administrator
claims@dsx.com or 1-800-776-6655**