

SOMERSET HARDWOOD FLOORING - COMPLAINT CHECKLIST REPORT DATE:

ID #	Distributor	DEALER	INSTALLER	CONSUMER
NAME	Dealer's Supply			
ADDRESS	PO Box 2628			
CITY, STATE, ZIP	Durham, NC 27715			
PHONE	1-800-776-6655			
KEY CONTACT	Claims Admin			
E:MAIL	claims@dsx.com			

DATES:

DISTRIBUTOR INVOICE #	JOBSITE DELIVERY	INSTALL START	ISSUE NOTED	DATE(S) OF INSPECTIONS

SHF ITEM #		SHF RUN INFO:	RESIDENTIAL	NEW CONST
SQUARE FEET			LIGHT COMMERCIAL	REMODEL

DETAILED PHYSICAL DESCRIPTION OF PROBLEM / HISTORY	SITE CONDITIONS (HVAC, SUBFLOOR, BASEMENT/CRAWL)

SUBFLOOR MOISTURE AT:	INSTALLATION		INSPECTION:	# OF READINGS:
FLOORING MOISTURE AT:	INSTALLATION		INSPECTION:	# OF READINGS:

OTHER TESTS:	RESULTS:
OTHER:	

CONCLUSIONS/CAUSE:	
STANDARDS APPLIED:	
PROPOSED SOLUTION:	

PROPOSED \$:	MATERIAL	
	LABOR	
	OTHER	
	TOTAL	

Issues excluded in the current Somerset Limited Warranty should not be filed as a claim - see warranty exclusions posted at www.somersetfloors.com. This includes (but is not limited to) damage by indentation, scratching, insects, pets, shoes, improper maintenance, furniture/appliances, moisture conditions, cupping, crowning, dimensional changes, checking/splitting/cracking, etc. Installation Constitutes Acceptance.

Please download claim form and email completed form to claims@dsx.com.