



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

Swiss Krono 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
- Take pictures of exterior grading and drainage along with any crawl space areas and basement concerns such as foundation cracks or standing water
- Show pictures of any areas where there is no expansion or where the closet sliding doors/cabinets were screwed through the floor
- Take pictures of end of carton label/product UPC
- If floor has been previously inspected include name and copy of the report from the inspector
- Professional installation invoice/Proof of payment (required for any claim of installation)
- Claim number is going to be the same as the Dealer's Supply invoice number
- **Send samples to:**
 - Swiss Krono
Attn. Claims Manager
810 Technology Dr.
Barnwell, SC 29812
 - Label samples with claim number

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