



Claim Form

Project/Customer: Name: _____ Tel.No.: _____

Address: _____ E.Mail.: _____

Installation Company: Name: _____ Tel.No.: _____

Address: _____ E.Mail.: _____

Dealer: Name: _____ Tel.No.: _____

Address: _____ E.mail: _____

Product Name: _____ Kaindl Décor #: _____

Quantity Total Sq Ft: _____ Quantity in Claim involved Sq Ft: _____

(IMPORTANT) Production No. (see back side of a panel for laser inscription): _____

Date of Kaindl invoice: _____ Date of instalation: _____

Rooms Installed in (EX: living room, Dining Room, hall, etc...): _____

What is the makeup of the Subfloor (concrete, plywood, etc...): _____

Who Installed Flooring: _____ Were there any leaks or spills? _____

Claim Reason: _____

Underlayment: BE SPECIFIC WITH BRAND, TYPE and SPECIFICATION? _____

Was a moisture reading taken before installation? yes no

If yes, what was the recorded value ? _____ Measuring device type used: _____

How long were the laminate flooring panels acclimated before installation ? _____

Is anything affixed to the floor or any heavy object/s preventing the floor from floating as designed? yes no

Is there any areas of unevenness outside of the guidelines in the instructions? yes no

Were expansion joints of 12mm minimum used? yes no

- to all walls: yes no
- to heating pipes: yes no
- to door frames and thresholds: yes no
- to pillars and any other fixed elements (e.g. chimney): yes no

How were the door stops secured: through the laminate flooring on the wall

How were the base boards secured: through the laminate flooring on the wall

Are there expansion joints /transitions between rooms: yes no in the rooms: yes no

Were transition strips used ? yes no

Is there radiant heating in any of the rooms? yes no

Is home temperature and RH controlled and consistent at all times? _____

How is flooring maintained (floor cleaner, mop, etc)? _____

Has there been an independent certified inspection of the flooring? _____

What is the recommended resolution? _____

Please include as many photographs of the affected area of the floor as possible. Including photos of expansion gaps, thresholds, doorways, etc. Additionally, If possible, a picture of the back of a plank that clearly shows the laser inscription of the production code.

Date _____

Signature _____

Print Name: _____