



## CUSTOMER CLAIM POLICIES

- Claim forms can be found on our website [www.urbanfloor.com](http://www.urbanfloor.com), under Customer Support > Form Download.
- Claim must be presented by the original Dealer/Distributor that purchased the material through Urbanfloor.
- Claim must have Dealer/Distributors invoice number from Urbanfloor that the claim is associated with.
- Products sold over the internet are prohibited by Urbanfloor, and carry no warranty if purchased online.
- Claim form is to be filled out, and faxed to our Claim Department (323) 890-0188.
- Claim form must be complete, including square footage installed, square footage with complaint, material type, purchase date, installation date.
- Claim department will then decide if a Certified Inspector will be scheduled, or material replaced.
- Claim is handled directly with the Dealer/Distributor. All findings will be sent to the Dealer/Distributor along with a letter of acceptance or denial of the claim. It is up to the Dealer/Distributor to pass findings along to the end user.
- Claims are handled by Urbanfloor in a timely manner, and only Certified NWFA Inspectors that are used. Inspectors have no affiliations with Urbanfloor.