



INSPECTION REPORT

Date: _____ Sales Rep: _____

Retailer: _____ Tel #: _____

Street: _____ Email: _____

City: _____ State: _____ Zip: _____

Consumer: _____ Tel #: _____

Street: _____ Email: _____

City: _____ State: _____ Zip: _____

Product Name: _____ SKU #: _____

Product Information: Batch/Lot#: _____ Photo/Video of Complaint YES NO

CUSTOMER COMPLAINT

CUSTOMER RESOLUTION FOR COMPLAINT

INSTALLATION INFORMATION REQUIRED

Installed by; Retailer: _____ Consumer: _____

Consumer Contracted Installer: _____ Rooms Installed: _____

Install Method; Glued: _____ Stapled: _____ Nailed: _____

Type of underlayment: _____

What is the joint spacing: _____

What is the expansion left around the perimeter of the room: _____

SUBFLOOR INFORMATION

Concrete: _____ Plywood: _____ OSB: _____ Particle Board: _____

Thickness: _____ Below Grade: _____ On Grade: _____ Above Grade: _____

Moisture content of concrete/wood: _____

Other types of Subfloors: _____

INSPECTION INFORMATION

Moisture content of flooring: _____

Top: _____ Bottom: _____ Type of moisture meter: _____

Humidity levels: _____ Temperature: _____

Type of heating system in the home: _____

Was the HVAC up and running during install: _____ Was the job site existing of new construction: _____

How many people live in the home: _____ Does the home have pets: _____

CLEANING INFORMATION

Describe the cleaning regimen:

OUTDOOR INFORMATION

Does water drain away from the home: _____

Is the home near a lake: _____ Is there a pool: _____

Is there a crawl space: _____ Does the crawl space have sufficient cross-ventilation: _____

Is the crawl space 100% covered with Polyethylene: _____ Is there a basement: _____

What are the temperature and moisture readings of the basement: _____

HAVE YOU INCLUDED

Inspection report: _____

Dealer invoice #: _____

Labor bill with breakdown: _____

Samples of claim: _____

Photographs: _____

* Inspection Fee May Apply

QUESTIONS TO ASK YOURSELF

What do I notice about my surroundings? Does the homeowner have a pet? Does the homeowner damp mop the floor? Are there any products around the kitchen area that may suggest improper cleaning? What is around the area? What type of furniture? Is it a heavy traffic area? Is the floor level? Is the floor patched? Were any sealers used on the concrete subfloor prior to installation?