



## CLAIMS PROCESS

At SFC our goal is to provide our customers with a high quality product at a reasonable price. Unfortunately, there will be instances where issues with the flooring are identified before and after installation. We have discovered that the majority of claims could have been avoided had the end user been properly educated on their flooring choice before the purchase was made. We encourage our customers to proactively educate their customers in proper installation, the warranty requirements, care and maintenance of their new flooring, and the environmental conditions that could affect flooring performance. We understand a customer's frustration and disappointment when they feel their flooring is not performing as they hoped. Therefore, we will make every effort to process all claims within a timely manner.

In the event that you must file a claim, following are the steps that should be taken:

- 1) Before filing a claim with our office, please make sure that it is within the warranty coverage period. Manufacturing defects are identified within a twelve month period after installation. Claims must be filed within 30 days after any defect or issue has been detected.
  - 2) A SFC Claim Form must be completed and submitted to our claims office either by fax, 706 638 0595, or by email to [claims@superfloorcenter.com](mailto:claims@superfloorcenter.com). If there is insufficient information on the submitted form, the form will be returned for completion. Pictures and/or samples must be submitted for all claims filed. **VERBAL REPORTING OF AN ISSUE DOES NOT CONSTITUTE FILING A CLAIM. NO ACTION WILL BE TAKEN UNTIL A COMPLETED CLAIM FORM IS RECEIVED BY OUR OFFICE.**
  - 3) SFC reserves the right to request written job site pre-installation documentation and, where applicable, a copy of the Sub-Floor Moisture Record. Please refer to the installation instructions.
  - 4) Upon receipt of the required documentation, a claim number will be issued to you. This claim number should be used on all correspondence. A file will be opened, and we will begin review and processing of your claim.
  - 5) All claims should begin the processing phase within 10 days of receipt of the completed claim form.
  - 6) You will be notified in writing under any of the following conditions:
    - a. The claim is approved and how SFC proposes to resolve the issue.
    - b. The claim is denied and our basis for such denial.
    - c. We are exercising our right to have the flooring examined by an independent inspector.
  - 7) Should we determine that an inspection of the flooring is warranted, SFC will engage the services of a certified independent inspector to evaluate the flooring for manufacturing defects, document the previous and current environmental conditions of the home, maintenance, and confirm proper installation in accordance with NWFA and our guidelines.
  - 8) It generally takes 14 to 21 days to receive a written report from an inspector. Upon receipt we will provide you with our standing on the claim and a copy of the written report.
  - 9) If it is determined that the flooring is defective, SFC will be responsible for any inspection fees incurred. Conversely, if the defect is nonmanufacturing related, you will be invoiced for the inspection fees.
  - 10) Settlement of claims for manufacturing defects will be in accordance with the NWFA guidelines and SFC warranty and may include, but not be limited to, recoating, refinishing, filling or furnishing comparable flooring (of SFC manufacture and of similar color, pattern, and quality), for either the repair of the defective area or the replacement of the floor, at SFC's sole option. Reasonable and customary labor charges for professionally installed floors at 100% for the first year of the warranty period only. Wear warranties are prorated over the stated cycle. For additional details, please refer to your SFC Warranty.
-