



## Claims, Complaints and Problem Resolution Form

Date \_\_\_\_\_

Customer Name \_\_\_\_\_

Contact Information: Phone \_\_\_\_\_ Mobile \_\_\_\_\_

Fax \_\_\_\_\_ Email \_\_\_\_\_

Jobsite and Owner Information \_\_\_\_\_

\_\_\_\_\_

Installer \_\_\_\_\_

\_\_\_\_\_

Products involved: \_\_\_\_\_

Manufacturer \_\_\_\_\_

Nature of the Problem \_\_\_\_\_

\_\_\_\_\_

Possible Causes of the Problem \_\_\_\_\_

\_\_\_\_\_

Type of Subfloor \_\_\_\_\_

Was it Painted or Primed? \_\_\_\_\_ Moisture Test Taken? \_\_\_\_\_

What type of Moisture Test? \_\_\_\_\_ Results \_\_\_\_\_

Date of Inspection \_\_\_\_\_ Name of Inspector \_\_\_\_\_

Contact Information \_\_\_\_\_

Findings of Inspection \_\_\_\_\_

\_\_\_\_\_

What Type of Patch or Leveling Products were used \_\_\_\_\_

Possible Solutions to Problem \_\_\_\_\_

\_\_\_\_\_

**IMPORTANT:** Attach invoices for Patriot Flooring Supplies purchases for the above installation. Patriot Flooring Supplies will NOT honor any claims that are repaired or replaced prior to our own inspection. Also please send any samples and photos available.

**Return To:**

Patriot Flooring Supplies  
1880 Old Okeechobee Rd  
West Palm Beach Fl 33409