



**SOUTHERN WHOLESAL
FLOORING CO.**

INSPECTION REPORT

Date: _____ Sales Rep: _____

Retailer: _____ Tel #: _____

Street: _____

City: _____ State: _____ Zip: _____

Consumer: _____ Tel #: _____

Street: _____

City: _____ State: _____ Zip: _____

Product Name: _____ SKU #: _____

CUSTOMER COMPLAINT

CUSTOMER RESOLUTION FOR COMPLAINT

INSTALLATION INFORMATION

Installed by; Retailer: _____ Consumer: _____

Consumer Contracted Installer: _____ Rooms Installed: _____

Install Method; Glued: _____ Staped: _____ Nailed: _____

Type of Glue/Stapler/Nailer: _____

Type of Staple/Nail Used: _____

What was the air pressure of the compressor used: _____

What is the nailing/stapling pattern: _____

Was the stapler/nailer seated correctly in the nail bed: _____

Type of trowel used: _____ Type of underlayment: _____

What is the joint spacing: _____

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

SUBLFOOR 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 reading: _____ Bottom reading: _____
Type of moisture meter used: _____
Humidity levels: _____ Temperature: _____
Humidifier: _____ Dehumidifier: _____
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

Maintenance products used; CF: _____ Water: _____ Other: _____
Type of mop/cleaning device used: _____
How is the flooring maintained: _____
Describe the cleaning regimen: _____
Is there a cleaning company: _____ How many times a week do they clean: _____

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: _____

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?