



Southern Wholesale
Flooring Co.

INSPECTION AND CLAIM REPORT

Date: _____

Sales Rep: _____

Retailer: _____ Tel #: _____

Street: _____

City: _____ State: _____ Zip: _____

Consumer: _____ Tel #: _____

Street: _____

City: _____ State: _____ Zip: _____

Product Name: _____ Sku #: _____

CUSTOMER COMPLAINT

COST INFORMATION

Material: _____

Labor: _____

Miscellaneous: _____

INSTALLATION INFORMATION

Installed by: Retailer: _____ Consumer: _____

Consumer Contracted Installer: _____ Rooms Installed: _____

Install Method: Glued: _____ Stapled: _____ 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 stapler or 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 perim. of the room: _____

SUBFLOOR INFORMATION

Concrete: _____ Plywood: _____ OSB: _____ ParticleBoard: _____
Thickness: _____ Other Type (specify): _____
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 HVAC up and running during install: _____ Was job site exiting or new const.: _____
How many people live in the home: _____ Does the home have pets: _____

CLEANING INFORMATION

Maint. 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 for 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% cov. with Polyethylene: _____ Is there a basement: _____
What is the temp. and moisture readings of basement: _____

HAVE YOU INCLUDED?

Inspection Report: _____
Dealer Invoice #: _____
Labor Bill: _____
Samples of Claim: _____
Photographs: _____

QUESTIONS TO ASK YOURSELF

What did I notice about my surroundings? Does homeowner have a pet? Does homeowner damp mop floor? Any products around kitchen area that may suggest improper cleaning? What is around that area: What type of furniture, eating area, high traffic? Was floor level? Was floor patched? Were any sealers used on concrete subfloor prior to installation?