



Ultimate Floors

1951 N. Marianna Ave.

Los Angeles, CA 90032

Phone: 323-987-0001

Email: sales@ultimatefloors.net

Ultimate Floors Claim Form Process

PLEASE READ THESE INSTRUCTIONS BEFORE COMPLETING THE CLAIM FORM

In order to resolve your claim in a timely manner the following stages must be followed:

- We will only accept claims submitted by the dealer, complaints initiated by the end user will be directed back to the dealer where the material was purchased.
- The dealer must do the initial inspection of the site and fully complete the information on pages 2-3.
- Photos of the issue must be submitted via email along with complaint.
- Once your complaint is processed, you will receive a letter of receipt noting your case number. You will use this number for any inquiry regarding this claim.
- If the claim is found to be a manufacturing issue, an Ultimate Representative will contact the dealer and go over the steps toward resolution.
- If the claim is declined, a letter will be produced within 30 days and sent to the dealer who initiated the claim.
- Please complete and submit pages 2-3 with photos to sales@ultimatefloors.net
- If you have any further questions feel free to call the office.



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ALL INFORMATION MUST BE COMPLETED TO OPEN ANY CLAIM	
DEALER INFORMATION	
Company Name:	
Main Contact:	Phone:
Address:	
Email:	Fax:
Ultimate Sales Rep:	
INSTALLER INFORMATION	
Name:	License:
Address:	
Phone:	Email:
CUSTOMER USER INFORMATION	
Name:	
Address:	
Phone Number:	
COMPLAINT INFORMATION	
Please explain the issue:	
INSPECTION INFORMATION	
Date of Inspection:	
Form Inspection Completed By:	
Delivery date to Jobsite:	Installation Date:
Date problem Noticed:	Date End User Contacted Dealer:
Ultimate Item Number:	Ultimate Invoice Number:
Total Square Footage:	Square Footage Affected:
Job Type: <input type="checkbox"/> Residential <input type="checkbox"/> Light Commercial <input type="checkbox"/> Heavy Commercial <input type="checkbox"/> New Construction <input type="checkbox"/> Remodeling	
Installation Areas:	
Installation Method: <input type="checkbox"/> Floating <input type="checkbox"/> Nail Down <input type="checkbox"/> Glue Down, Adhesive Used?	
General Condition of the Floor: <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Poor	

