



WARRANTY CLAIM REQUEST FORM

This form should be filled out by Authorized Dealers **ONLY**.

Print clearly & complete **ALL** sections 1-16.

PLEASE RETURN THIS FORM ALONG WITH SUPPORTING DOCUMENTS TO CLAIMS@ETERNITYFLOORING.COM

① DEALER INFORMATION:

ACCT #/NAME: _____ CONTACT: _____

ADDRESS: _____ CITY/ZIP: _____ STATE: _____

PHONE: _____ EMAIL: _____

③ END USER INFORMATION

FIRST NAME: _____

LAST NAME: _____

ADDRESS: _____

CITY/ZIP: _____ STATE: _____

PHONE: _____

RESIDENTIAL COMMERCIAL

② INSTALLER INFORMATION

NAME: _____ LICENSE #: _____

PHONE: _____

④ SKU: _____ **⑤ NAME:** _____ **⑥ ETERNITY/ ECOESSENT INVOICE/SO NUMBER** _____

⑦ SQFT. INSTALLED: _____ **⑧ SQFT AFFECTED:** _____ **⑧ SUB-FLOOR:** CONCRETE PLYWOOD OTHER _____

⑨ AREAS OF INSTALLATION: _____

⑩ TYPE OF UNDERLAYMENT USED: _____ **⑪ MOISTURE TEST PERFORMED BEFORE INSTALL?** YES NO

⑫ PRODUCTION DATE/LOT# (IF AVAILABLE): _____

⑬ INSTALLATION DATE: _____ **DATE ISSUE WAS REPORTED:** _____ **DEALER INSPECTION DATE:** _____

⑭ FORM/INSPECTION COMPLETED BY: _____

⑮ DESCRIBE THE ISSUE IN DETAIL, PLEASE BE CLEAR AND SPECIFIC.

- ⑯ Read carefully, print, sign, & date:**
- IT IS THE AUTHORIZED DEALER'S RESPONSIBILITY TO COMPLETE THIS FORM & PROVIDE ALL SUPPORTING DOCUMENTS. INCOMPLETE FORMS WILL NOT BE PROCESSED**
- Our claims department will only accept Warranty Claim Request Forms submitted by the Authorized Dealer. Phone calls, emails, messages, etc. of complaints initiated by the end user will be directed back to the Authorized Dealer where material was purchased.
 - A minimum of (5) clear, color photos of the issue must be submitted via email along with this form.
 - Moldings are NOT covered under warranty. Claims for molding will not be processed.
 - Once your claim is processed, you will receive a letter of receipt within 7 business days noting your Case number. You will use this number for any inquiry regarding this claim.
 - If the Authorized Dealer has not visited the job site to assess the issue(s), the Authorized Dealer must be present at the job site during initial inspection. If the case is found to be a manufacturing issue, the Claims Department will email the Authorized Dealer and go over the steps toward resolution. This process can take up to 30-60 business days.
 - If the claim is declined, the case will be closed, and a letter will be produced and sent to the Authorized Dealer who initiated the claim.
 - If the Authorized Dealer and/or end user find the conclusion unacceptable and wish to have a third-party inspection, our Claims Department can arrange that for you and hire a Local Certified Inspection Company. There is a \$450 fee for a Certified Inspection that we will need to collect from the Authorized Dealer. Should the third-party Certified Inspection Company find the issue as a manufacturing defect, the inspection fee will be refunded, and replacement materials/resolution will be provided in credit memo form to Authorized Dealer for the case. If the Certified Inspection Company finds that the issue is not a manufacturing defect, the third-party inspection fee will not be refunded, and the case will be considered closed.
 - Eternity Flooring and Ecoessent Floors will not be responsible for any loss of time, inconvenience, expenses, costs, or consequential damages caused by or resulting directly or indirectly from a problem pertaining to a claim. Eternity Flooring and Ecoessent Floors reserves the right to inspect the flooring and remove samples for additional evaluation. Any attempt to repair or replace the flooring without consent from the Claims Department will void warranty. Eternity Flooring and Ecoessent Floors does not allow or authorize any third parties to alter warranties.

I CONFIRM THAT I HAVE READ & UNDERSTAND THE ABOVE POLICIES AND PROCEDURES FOR WARRANTY CLAIMS.

SIGN: _____ **PRINT NAME:** _____ **DATE:** _____