



## Claims Process

Product determined to have any possible defect(s) by the person doing the installation should be returned to your dealer for inspection and possible replacement PRIOR TO INSTALLATION. All questions of product quality are to be addressed prior to installation.

### **What you should do if any problems occur and you need warranty service:**

**To Consumers:** During the warranty period, should you have any problems with your Baroque floor, please contact the authorized Baroque Flooring dealer who sold the product within 30 days from the date the problem occurs. **NOTE** that these dealers are not authorized to make any decisions regarding warranty coverage or any remedies thereunder; they are merely the means through which you should report any problems to Baroque Flooring. **NOTE ALSO** that Baroque Flooring must be given a reasonable opportunity to inspect the floor prior to the determination of any coverage or remedy issue, which should be no less than thirty (30) days after you report the problem. You (the original purchaser) should notify the authorized Baroque Dealer and/or your sales representative and submit in writing, the following:

1. Proof of Purchase - A valid proof of purchase in the form of a sales receipt or other documents, which establish proof of purchase.
2. Problem Description, Photos, & Samples - A detailed description of the problem, a photograph and a sample that clearly shows the warranty problem. If possible, include a photo of the box label.

**For Retailers:** the authorized Baroque Flooring dealer where flooring was purchased should handle an initial inspection to see affected areas and determine course of action. Many times, a simple repair or other remedy can be done to fix the floor and satisfy consumer.

If dealer believes a manufacturing defect may be present, dealer will submit the attached claims form to Baroque Flooring faxed to 636-489-2881. If appropriate, the dealer will work with Baroque Flooring to schedule an independent inspection. This process may take up to 30 days or more.

Once report is filed, retailer and consumer will be notified of findings and resolution.