



Mailing address: PO Box 3577 Dalton, GA 30719
 Return address: 2202 Industrial South Rd. Dalton, GA 30719
 Phone: 800-272-2808
 Fax: 706-277-8702
 Email: claims@southwindbp.com

DETAILED COMPLAINT DESCRIPTION

TO AVOID DELAYS FORM MUST BE COMPLETELY FILLED OUT INCLUDING ACCOUNT & INVOICE NUMBERS .

Amount claim for Material:	
Amount claimed for Labor *:	
Misc. Expense Claimed:	
Grand Total:	\$0.00

BY COMPLETING THIS FORM THE RETAILER CONFIRMS A REPRESENTATIVE HAS VISUALLY INSPECTED AND CONFIRMS THE CLAIMED CONDITION

ACCOUNT INFORMATION

Form Submitted By: _____
 Date: mm dd yy
 Account #: _____

How to complete the claim form

1. Open Claim Form
2. Once claim form opens click the "Enable Editing" icon
3. Complete the form filling in the "Blank" spaces on your computer
4. Date Cells to be filled in will be identified as mm-dd-yy
5. Once completed save the excel file and email it to the email address listed on the form

RETAILER INFORMATION

Name: _____
 Street/Rd. _____
 City: _____
 State, Zip _____
 Contact Name: _____
 Wk #: _____
 Mobile #: _____
 Fax#: _____
 email: _____

END USER INFORMATION

Name: _____
 Street/Rd. _____
 Unit # _____
 City: _____
 State, Zip _____
 Home # _____
 Work#: _____
 Mobile # _____
 Contact: _____

ORDER INFORMATION

Original Invoice# _____
 Carpet or LVP: _____
 Style Name/# _____
 Color Name # _____
 SF/SY Involved : _____
 Pallet or Roll # _____

REQUIRED EVIDENCE SUBMITTED FOR CLAIM

Product Sample _____
 Pictures _____ **Pictures need to be clear**
 Date stamp on bottom of LVF (possibly under foam) _____

CARPET AND LVT INSTALLATION AND SITE INFORMATION

Date of Installation:	mm	dd	yy
Date of Complaint	mm	dd	yy
Areas installed:			
Stretch in	Padding		
Glue down			
Carpet cleanings	Yes	No	Need receipts
Wood / Concrete			

Underlay used:	Professional Install	DIY	
Floating			
Loose lay			
Glue Down			
Adhesive used			
Moisture test	Yes	No	Meter Brand & Type
Results/ Reading			

***Southwind Building Products reserves the right to adjust labor rates to reasonable/ customary rates for any specific area. (12321)**