Floor Claim Registration

Floor Claim Registration · Unique Wood Products

UNIQUE WOOD PRODUCTS

RETAILER / CONTRACTOR INFORMATION

Company: _____ Installer: _____

Name: _____ Address: _____

City: _____ State: _____ Zip: _____

Email: _____ Phone: _____

CONSUMER INFORMATION

Name: _____ Address: _____

City: _____ State: _____ Zip: _____

Email: _____ Phone: _____

MATERIAL CLAIM INFORMATION

Claim Type — Check All That Apply:

☐ Solid Hardwood ☐ Engineered Hardwood ☐ Luxury Locking Vinyl ☐ Vinyl Plank / Sheet Vinyl

☐ Laminate ☐ Other (Sundries, Underlayment, Adhesive, Subfloor, Plywood)

Product Name: _____ SKU #: _____

UWP Date of Purchase: _____ Invoice #: _____

Date of Pickup: _____ Acclimation Period: _____

Date Installed: _____ Date Homeowner Notified: _____

Qty Installed: _____ Date Problem First Noticed: _____

Square Footage Affected: _____

INSTALLATION INFORMATION

Installation Method — Check All That Apply:

☐ Staple and/or Cleat ☐ Tar & Screed ☐ Nail with Full Spread Adhesive ☐ Float

☐ Full Nail with Glue Assist ☐ Other (specify below)

Other / Notes: _____

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Substrates · Moisture Testing · Climate Control

UNIQUE WOOD PRODUCTS

SUBSTRATES

Subfloor Type (Plywood, OSB, Concrete, etc.):

Joist Dimension: Joist Span (16", 24", etc.):

Subfloor Location:

☐ Above Grade ☐ On Grade ☐ Below Grade ☐ Mixed

Underlayment Type (Foam, 6mil Poly, Felt, etc.):

PRE-INSTALLATION MOISTURE TESTING

	Test Type	Location	Result
1.		Location:	Result:
2.		Location:	Result:
3.		Location:	Result:
4.		Location:	Result:
5.		Location:	Result:

CLIMATE CONTROL

Was the property occupied before material delivery?

☐ Yes ☐ No

Date HVAC System Was in Operation:

Was HVAC operational before material was delivered?

☐ Yes ☐ No

Indoor Temperature: Indoor Humidity:

HVAC System Type (Centralized, Hydronic Radiant, Split System, etc.):

Additional Climate Notes:

☐ Whole House Fans ☐ None

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Additional Information · Completion · Acknowledgement

UNIQUE WOOD PRODUCTS

ADDITIONAL INFORMATION

Claim Description / Comments:

Resolution Requested by Dealer / Contractor / Consumer:

Photo Submission Required — Clear, focused, and descriptive photos must accompany this form. Email to info@uniquewoodproducts.com or text (713) 462-5045. Photos lacking adequate clarity or context may delay claim processing.

COMPLETION ACKNOWLEDGEMENT

Completed by: Date:

1. This completed form must be submitted to our claims department at info@uniquewoodproducts.com. Incomplete forms will be returned. Photos are required for all claims. Verbal reporting does not constitute a filed claim. No action will be taken until a fully completed form is received.
2. Unique Wood Products reserves the right to request written pre-installation job site documentation at any stage of the review process.
3. Upon receipt of all required documents, a claim number will be issued within 10 business days. Reference this number in all subsequent correspondence.
4. You will be notified in writing or by email when: (a) the claim is approved and a proposed resolution is provided; (b) the claim is denied with written basis; or (c) UWP exercises its right to commission an independent NWFA-certified inspector. Reports typically require 14–21 business days. If an inspection is warranted, the submitting party is responsible for inspection fees unless the defect is confirmed as manufacturing-related, in which case UWP will reimburse the fee in full. All settlements shall follow NWFA Inspection Report standards.

For approved NWFA Inspectors: industryguide.hardwoodfloorsmag.com/professional-search