



WOODFLOORING

Customer Complaint Form

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IMPORTANT INFORMATION: Please provide full information.
If unknown - please state 'UNKNOWN'.
Failure to provide full information may result in a delay to process the request.

Date _____
Customers Business Name _____
Customers Business Address _____
_____ Post Code _____

Job reference _____
Site contact _____ Position _____
Nature of complaint (Please describe) _____

Suggested cause of problem (what specifically is believed to be the fault with the product?) _____

Date that the problem became apparent _____

Product Details

Flooring product used _____
Surface finish _____
Quantity purchased (m2) _____
Delivery Date _____
Installation Date _____

Were you aware of any problems with the product before or during installation? Yes No

If yes please give full details _____

Was product acclimatized in-situ prior to installation? Yes No

If yes, how long for? _____ Were packs opened or closed? _____

What were the conditions during acclimatization (Temperature and % Relative Humidity)? _____

Site Address _____

_____ Approx. age of property _____

Is the property for commercial or domestic use? _____

If commercial please describe usage _____

What type of heating does the property have? (e.g Radiators, Under-floor etc) _____

Are there any pets in the property (e.g. Dogs) Yes No

Type of sub-floor (e.g. slab, screed, anhydrite, chip board etc) _____

If the sub-floor is slab or screed, please confirm thickness _____

If the slab/screed was installed within the last eighteen months, please confirm the approximate date that the screed/slab was installed _____

Was the sub-floor tested for moisture? Yes No

If yes, which test was used? (please describe test if name unknown) _____

What specifically was test result? _____

Does the sub-floor have a DPM? Yes No

Type of DPM used? _____

What was the relative humidity at time of installation? _____

What is the flatness of the sub-floor? How many mm deviation over 2 metres? _____

What if any, sub-floor preparation was carried out prior to installation? _____

What is the width of the floor at its widest point, across the width of the boards (as opposed to along the board length?) _____

Has an expansion gap been employed at all obstructions? Yes No If yes what size? _____

Solid Wood Flooring - Secret-nailed fixed to sub-floor

Maximum distance between fixings _____

Maximum distance of nail from header joint / end of plank? _____

Minimum distance between header joints? _____

Please confirm nail type wood/length _____

Method of placement of nail fixings (manual, pneumatic and Portanailer) _____

Distance between battens or joists? _____ Moisture content of joist or battens? _____

Has any adhesive been used in the installation? Yes No

If adhesive has been used, please state what type, and where it was applied? _____

Solid Wood Flooring - Adhesive fixed to sub-floor

Which type and brand of adhesive has been used? _____

What method of application? (i.e. Fully Bonded or Liquid batten?) _____

What trowel type / size? (If applicable) _____

What total quantity of adhesive has been used for the installation? _____

Have any nails been used in addition to the adhesive? _____

Has adhesive been applied to the flooring element itself? _____

If adhesive has been applied to the flooring element, to which part of the flooring element has adhesive been applied? (e.g. underside, tongue/groove etc)

Floating Installations

What is the minimum distance between header-joints? _____

Where on the profile of the flooring element has the adhesive been applied?

a) Upper side of tongue Yes No

b) Base of the groove Yes No

c) Upper and lower flat of groove Yes No

Which underlay has been used? Please state thickness, type and brand _____

Unfinished Products only

Has the flooring been sanded after installed? Yes No

Have any fillers been used after installation Yes No

What primers/finishes have been applied? _____

Maintenance Regime

How is the floor routinely cleaned? _____

Does the building have entrance matting? External: Yes No Internal: Yes No

What products are used to clean the floor? _____

Do furniture feet have felt pads or castor cups fitted? _____

Are stiletto/high heels worn on the floor? _____

Remedial Works - (If none please state 'NONE')

Please provide full details of any remedial works that have been carried out to correct to the problem.

Was any information provided that could have prevented the problem occurring?
(e.g. alternative moisture test methods, sub-floor preparation, floor protection etc) Yes No

Were guidelines for installation requested and provided? Yes No

Terms

To be able to solve any complaint as fast as possible, please fill out this form properly and return by fax or email.

NOTE: Before the inspection is booked 50% of the cost of the inspection must be paid by way of a deposit.

Incomplete forms cannot be processed. If there are claims which have to be inspected and there are no liabilities for defects from our side, we are entitled to invoices the full/ total costs for time, travel and investigation.

Please sign below to say that all of the information in pages 1-4 is correct and that you accept the terms stated

IMPORTANT NOTE: By signing this document you have read, understood and agree to the terms above.

Sign _____ Print _____

Date _____ Position _____