



## Lions Floor Claim Procedure and Guideline

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We, at Lions Floor, strive to provide our business partners with the highest quality of flooring products, and unparalleled customer services. To prevent issues with the flooring which could be identified before and after installation, we encourage our business partners to proactively inform their customers in proper installation, the warranty requirements, care and maintenance of their new flooring. We understand a customer's frustration and disappointment when they feel their flooring is not performing as they hoped. Therefore, we will make every effort to process all claims within a timely manner.

In the event that you must file a claim, following are the steps that should be taken:

1. Before filing a claim with our office, please make sure that it is within the warranty coverage period. Claims must be filed within 14 days after any defect or issue has been detected.
2. A Lions Floor Inspection Request Form must be completed and submitted to our office by fax, 626-387-8066, by email to [info@lionsfloor.com](mailto:info@lionsfloor.com) or mail to 9435 Sorensen Ave, Santa Fe Springs, CA 90670. If there is insufficient information on the submitted form, the form will be returned for completion. Pictures and/or samples must be submitted for all claims filed. Verbal reporting of an issue does not constitute filing a claim. No action will be taken until a completed claim form is received by our office.
3. Lions Floor reserves the right to request written job site pre-installation investigation report and, where applicable, a copy of the sub-floor moisture record.
4. Upon receipt of the required documentation, a claim number will be issued to you. This claim number should be used on all correspondence. A file will be opened, and we will begin review and processing of the claim.
5. All claims should begin in the processing phase within 10 business days of receipt of the completed claim form.
6. You will be notified in writing under any of the following claim determination:
  - a. The claim is approved and how Lions Floor proposes to resolve the issue.
  - b. The claim is denied and our basis for the denial.
  - c. We are exercising our right to have the flooring examined by an independent third-party inspector.
7. Lions Floor reserves the right to engage the services of a certified independent third-party inspector to evaluate the flooring for manufacturing defects, document the environmental conditions of the home, maintenance, and confirm proper installation in accordance with our guidelines.
8. It generally takes 10 business days to receive a written report from an inspector. Upon receipt of the report, we will provide you with our standing on the claim and a copy of the written report.
9. If it is determined that the flooring is defective, Lions Floor will be responsible for any inspection fees incurred and proceed to resolve the issue. Conversely, if the defect is non-manufacturing related, you will be invoiced for the inspection fees.
10. Settlement of claims for manufacturing defects will be at Lions Floor's sole option.