

**PRODUCT CLAIM FORM**  
**TransCeramica**

File # (Internal Use): \_\_\_\_\_

▼ SUBMITTED BY ▼

Name: \_\_\_\_\_

Sales Rep. Name: \_\_\_\_\_

Location: \_\_\_\_\_

Phone #: \_\_\_\_\_

Date Reported: \_\_\_\_\_

▼ CUSTOMER / SALES INFORMATION ▼

End User / Job Name: \_\_\_\_\_

Store #: \_\_\_\_\_

Sold To: \_\_\_\_\_

Customer Acct. #: \_\_\_\_\_

Jobsite Address : \_\_\_\_\_

Purchase Order #: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_

TransCeramica Invoice #: \_\_\_\_\_ Date: \_\_\_\_\_

Email: \_\_\_\_\_

▼ PRODUCT DETAIL (fill in blanks OR attach box label) ▼

Item Code: \_\_\_\_\_ Shade #: \_\_\_\_\_

Where is the material now?

Jobsite  Distributor

Product Size: \_\_\_\_\_ Product Description: \_\_\_\_\_

Other: \_\_\_\_\_

Item Code: \_\_\_\_\_ Shade #: \_\_\_\_\_

Product Size: \_\_\_\_\_ Product Description: \_\_\_\_\_

▼ INSTALLATION DETAIL ▼

**CIRCLE ONE**

Date of Installation: \_\_\_\_\_

Not yet installed  Material in Inventory

Total Job Footage: \_\_\_\_\_ Total Footage of Disputed Tile: \_\_\_\_\_

Partial Installation

Product Application (Circle):  Countertop  Floor  Wall  Other: \_\_\_\_\_

Job Site(Circle all that apply):  Commercial  Residential  Interior  Exterior  Light Duty  Heavy Duty

Grout type (Circle):  Sanded  Unsanded  Epoxy  Other: \_\_\_\_\_

Job Site Visited By : \_\_\_\_\_

Date Visited: \_\_\_\_\_

▼ CLAIM DETAIL ▼

Problem Type (Circle):  Shading  Mounting  Wedging(Out of Square)

Details of Samples Sent: \_\_\_\_\_

Glaze Defect  Warpage(Bowing)  Sizing  Staining

\_\_\_\_\_

Other (please describe): \_\_\_\_\_

Pictures Sent?  Yes  No

*If Additional Detail is Required Please Attach Letter*

Labels Sent?  Yes  No

**All Materials Must be Forwarded to Product Complaints Dept. together in ONE Package with this Form**

▼ RECOMMENDATIONS FOR RESOLUTION ▼

Customer Suggestion: \_\_\_\_\_

Sales Person Suggestion: \_\_\_\_\_

Final Resolution: \_\_\_\_\_

Cost to Resolve: Labor: \_\_\_\_\_

Material: \_\_\_\_\_

Total: \_\_\_\_\_

Issue Credit Memo / Check To: \_\_\_\_\_

**SHIP THIS FORM AND PACKAGE TO:**

**StonePeak - DBA TransCeramica**

**Attn: Technical Services Dept.**

**238 Porcelain Tile Dr.**

**Crossville, TN 38555**

**Email pictures to: techservices@stonepeakceramics.com**