

**PRODUCT CLAIM FORM  
STONEPEAK CERAMICS**

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

▼ SUBMITTED BY ▼

Name: \_\_\_\_\_ Sales Rep. Name: \_\_\_\_\_  
 Location: \_\_\_\_\_ Date Reported: \_\_\_\_\_  
 Phone #: \_\_\_\_\_

▼ CUSTOMER / SALES INFORMATION ▼

Customer Acct. #: \_\_\_\_\_ End User / Job Name: \_\_\_\_\_  
 Sold To: \_\_\_\_\_ Purchase Order #: \_\_\_\_\_ Date: \_\_\_\_\_  
 Sold To Address : \_\_\_\_\_ 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: \_\_\_\_\_

▼ INSTALLATION DETAIL ▼

**CHECK ONE**  
 Date of Installation: \_\_\_\_\_ Not yet installed Material in Inventory  
 Total Job Footage: \_\_\_\_\_ Total Footage of Disputed Tile: \_\_\_\_\_ Partial Installation  
 Product Application (Check): Countertop Floor Wall Other:  
 Job Site (Check all that apply): Commercial Residential Interior Exterior Light Duty Heavy Duty  
 Grout type (Check): Sanded Unsanded Epoxy Other: \_\_\_\_\_  
 Job Site Visited By : \_\_\_\_\_ Date Visited: \_\_\_\_\_

▼ CLAIM DETAIL ▼

Problem Type (Check): Shading Mounting Wedging(Out of Square)  
 Glaze Defect Warpage(Bowing) Sizing Staining  
 Other (please describe): \_\_\_\_\_  
 Details of Samples Sent: \_\_\_\_\_  
 Pictures Sent? Yes No  
 Labels Sent? Yes No

*If Additional Detail is Required Please Attach Letter*

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

▼ RECOMMENDATIONS FOR RESOLUTION ▼

Cost to Resolve: Labor: \_\_\_\_\_ Final Cost or Estimate Only?  
 Material: \_\_\_\_\_  
 Freight / Shipping: \_\_\_\_\_ Is a Release Form Necessary? Yes No  
 Total: \_\_\_\_\_

Issue Credit Memo / Check To: \_\_\_\_\_  
 Customer Suggestion: \_\_\_\_\_  
 Sales Person Suggestion: \_\_\_\_\_  
 Final Resolution: \_\_\_\_\_

**SHIP THIS FORM AND PACKAGE TO:**  
**StonePeak Ceramics/Production Facility**  
**Attn: Product Claims Dept.**  
**238 Porcelain Tile Dr.**  
**Crossville, TN 38555**  
**Email pictures to: nchitty@stonepeakceramics.com**

▼ REQUIRED APPROVALS ▼

Technical Director \$0 to \$999 \_\_\_\_\_  
 President / CEO \$1000+ \_\_\_\_\_  
 Credit Memo # \_\_\_\_\_ Date Issued: \_\_\_\_\_ Initials: \_\_\_\_\_