



CLAIM SUBMISSION PROCESS

At Urban Surfaces we make every effort to ensure that our flooring meets your high expectations. In the event that you experience an issue, we ask that you reach out to the retailer you purchased the flooring from. Urban Surfaces will work directly with its customer only, not the end user. Your retailer should initiate a claim with Urban Surfaces on your behalf and work with you throughout the process. All claims are subject to Urban Surfaces management approval once a claim form has been submitted.

WHEN FILING A CLAIM

1) A 'Claims & Repair Request Form' will need to be filled out completely. All details are required including:

- A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase
- A detailed description of the problem
- Photographs that clearly depict the problem

This form can be found at UrbanSurfaces.com

2) Email completed Form to 'Claims@urbansurfaces.com'. A case # will be created and shared with you. Upon receipt of claim, Urban Surfaces will verify the specifics of the claim to determine if the cause of failure is due to a manufacturer's defect or mis-use of the product. If a site inspection is required, Urban Surfaces will schedule it at the earliest possible convenience for both.

3) Based on all information gathered, a final determination will be made as to the viability of the warranty claim. A written 'Claim Settlement Statement' will be issued from Urban Surfaces declaring these possible outcomes.

- Comprehensive Approval
- Partial Approval
- Denial

HOW LONG IS THE PROCESS TO SETTLE MY CLAIM?

Claims will be handled in the most expeditious way possible. To help the process along, please respond to all information inquiries and scheduling requests at your earliest convenience.

IF APPROVED, HOW WILL I BE REFUNDED?

The only form of compensation shall be replacement product for defective material and/ or a refund check for reasonable labor costs in accordance to the labor description in our warranty. Urban Surfaces will not refund in credit or cash the value of defective flooring material as part of a floor claim settlement.

DO I HAVE ANY RECOURSE IF I DO NOT AGREE WITH THE CLAIM FINDINGS?

You are welcome to get a second opinion by contracting an independent, certified flooring inspector. If the certified inspector finds a warranty-covered issue with the flooring, please submit a copy of the findings to our claims department to have your claim re-evaluated. If the claim is honored based on this second opinion, you are entitled to reimbursement of the inspection cost.

Urban Surfaces reserves the right to deny claims not meeting the requirements as stated in our warranty.