



# PACIFIC MAT & COMMERCIAL FLOORING®

*Providing Flooring Solutions for over 50 years*

## **DEALER MUST INSPECT PRIOR TO FAXING COMPLETED NOTIFICATION OF COMPLAINT**

Pacific Mat & Flooring  
18414 80<sup>th</sup> Court South | Kent, WA | 98032  
P (800) 345-6287 | F (253) 872-9022

Retailer \_\_\_\_\_ Tel# \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Consumer \_\_\_\_\_ Tel# \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Product Name/Description \_\_\_\_\_

Original invoice# \_\_\_\_\_ Original reference# \_\_\_\_\_

Date purchased by consumer \_\_\_\_\_ Qty purchased \_\_\_\_\_

Date problem was noticed by consumer \_\_\_\_\_ Date of complaint reported \_\_\_\_\_

Quantity installed \_\_\_\_\_ Quantity involved in complaint \_\_\_\_\_

Number of planks affected or % of floor affected \_\_\_\_\_

How many cartons opened \_\_\_\_\_

Installed by- Retailer\_\_\_\_\_ Consumer\_\_\_\_\_ Consumer contracted installer\_\_\_\_\_

Date installed \_\_\_\_\_ Rooms installed \_\_\_\_\_

Install method \_\_\_\_\_ Subfloor- Concrete\_\_\_\_\_ Plywood\_\_\_\_\_ OSB\_\_\_\_\_ Other\_\_\_\_\_

Grade- Below grade\_\_\_\_\_ On grade\_\_\_\_\_ Above grade\_\_\_\_\_

Cleaning method \_\_\_\_\_ How often \_\_\_\_\_

Consumer complaint:

Retailer complaint:

What is needed to resolve?