



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 80th 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?