



3RD PARTY PRIVATE INSPECTION AGREEMENT

As a service to our valued partners, PACMAT provides independent inspectors to view end user complaints on flooring products we represent. We do not provide inspections for vendors we no longer do business with. You must contact the manufacture.

Your business is important to us, and it is very important for us to handle complains quickly, and efficiently. We believe this will assist all parties in bringing resolve to these important issues.

It is the Dealers responsibility to view the complaint prior to contacting PACMAT and requesting an independent inspection. Often, this can eliminate installation or maintenance issues prior to a formal inspection. Questions regarding validity can be directed to our claims team and/or PACMAT’s technical claims specialist for help.

ACKNOWLEDGED BY ALL SIGNERS:

- All requests for 3rd party inspections must first be validated by the dealer. The dealer must provide reasonable evidence that supports the need for inspection.
- Independent inspectors are unbiased observers that report their findings based on facts
- Inspections are scheduled by the Inspector directly with the jobsite contact. The dealer will be notified when this appointment is scheduled.
- It is inadvisable to have dealer or installer representation onsite during the inspection. The inspector is there to collect data only.
- Setting reasonable expectations with the consumer can alleviate escalations. The NWFA allows for 30 days from start to finish. We allow 2 weeks to receive the report and 1 week for manufacture to review and respond.
- Only one inspection is allowed per claim. Manufactures will not entertain multiple inspections without overwhelming evidence to warrant an exception. All parties (dealer, consumer, manufacture and PACMAT) must all agree to abide by the findings of the inspection and determination.
- When the results from the inspection are provided and the conclusion is manufacturing related the manufacture will pay for the inspection. If these results are not found to be manufacturing related the Retailer will be responsible for the inspection fee and their account invoiced accordingly.

This process will increase the speed in how we handle claims, bring faster and more accurate results, and minimize any unnecessary delays. Before we can allocate or commission an inspector, this form must be completed, signed and returned to PACMAT’s Claims Team by emailing: claimsupport@pacmat.com

CLAIM #: _____ DATE: _____ DEALER VALIDATED:

DEALER REP NAME: _____ SIGNED: X _____

T&A CLAIMS NAME: _____ SIGNED: X _____