



**PRODUCT CLAIM FORM**  
**Graniti Fiandre**

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 Details of Samples Sent: \_\_\_\_\_  
Other (please describe): \_\_\_\_\_  
*If Additional Detail is Required Please Attach Letter* Pictures Sent? Yes No  
Labels Sent? Yes No

**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: \_\_\_\_\_