



itel **Submittal Kit Instructions**

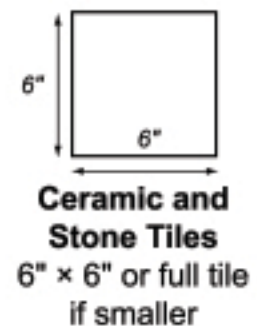
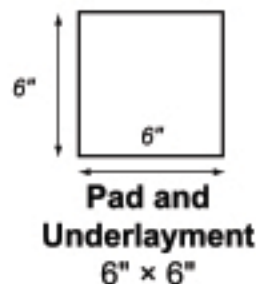
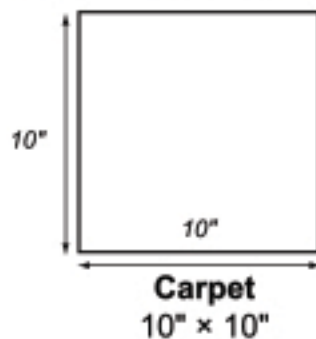
Thank you for choosing ITEL to assist with your claim. ITEL's fast, scientific, and unbiased evaluation will help you fairly price a flooring claim or find matching replacement products for damaged roofing and siding.

Step 1: Collect the Sample

For all materials, please collect the cleanest, least damaged sample available. Remember to use the appropriate safety equipment when collecting samples. Samples smaller than the recommended sizes below may affect the accuracy of the test.

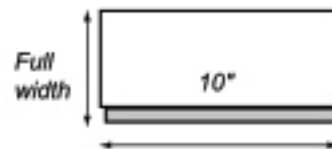
Flooring Samples Sizes for Material Pricing

(Measurements in inches)



Vinyl and Resilient Floors 2" x 2" or larger

If sending for asbestos analysis, **three** samples from randomly chosen areas of the floor are required.

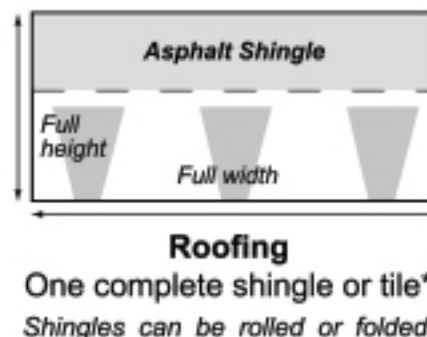
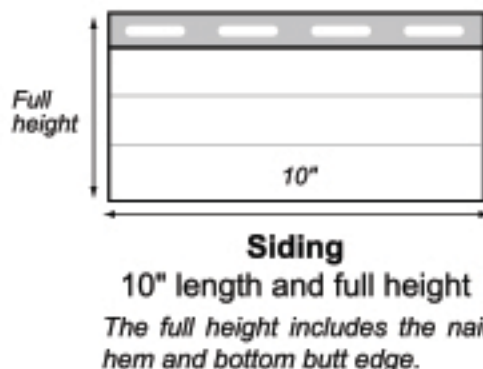


Wood and Laminate 10" length and full width

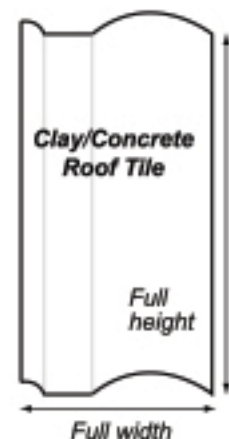
If the full width including the tongue and groove is not available, indicate width on the form.

Roofing and Siding Sample Sizes for Material Matching

(Measurements in inches)



*For other roofing types, send one full piece of material if available.



See the next side for Step 2 & 3





Submittal Kit Instructions

Page 2: Filling out the form and sending the sample

Step 2: Fill out the Test Request Form

Make sure to complete a Test Request Form for each flooring, siding, or roofing sample. Incomplete forms can delay your report.

Insurance Carrier

Complete the Insurance Carrier fields if the sample is for an insurance claim. There are additional fields for third-party vendors and independent adjusters.

Loss Information

Claim number, insured name, and the city, state, and zip code of the loss location are required for insurance claims.

Material Pricing / Material Matching

Check the type of sample you are sending. Complete one form for each flooring, siding, or roofing sample; include pad on the same form as the flooring.

The form is titled "ITEL Test Request Form" and includes sections for Insurance Carrier, Loss Information, Material Pricing, and Sample Requirements. It contains various checkboxes and fields for providing detailed information about the sample and the insurance claim.

EXPRESS

Check this box for same-day service on carpet, vinyl, wood, and laminate pricing. Additional fee applies. Standard turnaround is next business day.

Step 3: Ship the Sample

Use the enclosed, pre-paid shipping label and envelope to ship the sample. The package can be dropped off at any UPS® drop box, given to the shipping carrier driver, or left at a local shipping store.

The image shows a UPS shipping label and a return receipt. The label includes the destination address (JACKSONVILLE, FL 32206), a barcode, and the shipping service (UPS 2ND DAY AIR). The return receipt includes a tracking number (1Z 999 974 47 9999 9975) and a date (JUN 11 2009).

If the sample is wet, enclose the form in a zip-lock style bag before shipping it with the sample.

Additional supplies, including boxes and padded envelopes for large or sharp samples, are available at www.itelinc.com.

The enclosed "Why is My Insurer Using ITEL" hand-out will help explain the testing to the homeowner.

Shipping Label

Apply the sticker to the outside of the envelope or box. Shipping charges will be added to your test fee invoice.

Return Receipt

Save the bottom sticker; it contains your tracking number

Questions?

Contact ITEL Customer Service at customerservice@itelinc.com or call 800-890-ITEL (4583).