

## Joy Life Flooring Claim Guideline

Joy life building supply carry and supply high quality floor and wall materials and best customer service. Following are our guideline for file a claim.

1. Before filing a claim form to us, please make sure that it is within the warranty coverage period. Claims must be filed within 15 days after any defect or issue has been detected.
2. Joy Life Building Supply Claim & Inspection Request Form must be completed and submitted to us by email to: [ming@jltilestone.com](mailto:ming@jltilestone.com) or mial to: 5122 steadmont drive, Houston TX 77040. If there is insufficient information on the submitted form, the form will be returned for completion. Pictures must be submitted for all claims filed. Verbal reporting of an issue does not constitute filing a claim. No action will be taken until a completed claim form is received by Email to our office.
3. Joy Life Building Supply reserves the right to request written job site pre-installation investigation report and, where applicable, a copy of the subfloor moisture and evenness record.
4. Upon receipt of the required documents by Email to our office,our office will send a claim number to you. This claim number should be used on all correspondence. A file will be opened, and we will begin review and processing of the claim.
5. The claim will begin to process within 7 business days of receipt of the completed claim form.
6. You will be notified by Email under any of the following claim determination:
  - A.)The claim is approved and how Joy Life Building Supply proposes to resolve the issue.
  - B.)The claim is denied and the reason for the denial.
  - C.)We are exercising our right to have the flooring examined by an independent third party inspector.
7. Joy Life Building Supply reserves the right to engage the services of a certified independent third party inspector to evaluate the flooring for manufacturing defects, document the environmental conditions of the home, maintenance, and confirm proper installation in accordance with our installation considerations.
8. It will takes 10 business days to receive a written report from an independent third party inspector. Upon receipt of the report, we will provide you with our standing on the claim and a copy of the written report.
9. If it is determined that the flooring is defective, Joy Life Building Supply will be responsible for any inspection fees incurred and proceed to resolve the issue. Conversely, if the defect is non-manufacturing related, you will be invoiced for the inspection fees.