

Commercial Headquarters

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MANNINGTON CLAIMS POLICY



CLAIMS PROCESSING

Within thirty (30) calendar days after shipment of any Mannington Commercial product is received by the customer, and prior to use or installation of the product(s), the customer should examine the product(s) and notify the Seller or Mannington Commercial sales representative immediately of any nonconformity discovered.

It is very important that a claim form be completed on each claim situation. Failure to file a claim form means nothing is being done to resolve the problem. To expeditiously process your claim the following items are needed:

- Mannington Invoice Number – If the invoice number is unknown, a roll, pallet, carton label or a copy of the bill of lading will suffice
- The sold to Mannington Account Number and contact information
- The name, address and contact information of the company who performed the installation
- Style, color and yardages/square footage involved
- The nature of issue
- The location of the project
- The contact name and phone number for the end customer
- Any photographs of the issues – both close up and distant usually work best.

Once Mannington has been contacted regarding the claim, your Mannington sales representative may call or visit the installation site and investigate the problem further. If a site inspection is required, we may either engage our Technical Services Team to assist or we may opt to engage an independent inspection service to perform an evaluation. If closer examination of the product is required, you may be asked to provide a sampling of the issue for analysis. Once the inspection and/or testing has been completed, a report will be generated to our Commercial Claims Department outlining the findings. Soon after receipt of the report, a decision or proposal will be rendered. A written response will be generated advising you of our findings, or your local representative may contact you to discuss the results.

Claims will only be considered and processed for Mannington products sold as first quality. Seconds or promotional sale items are not covered under warranty.

It is the intention to process all completed complaints as quickly as possible. In a claim situation, "completed" means that all the needed documentation, samples, or other relevant information accompanies the claim.

DENIED CLAIMS

A claim is not denied unless there is sufficient cause. Each denial is accompanied with a thorough explanation of the reasoning. Our decision on a claim is always based upon the merit of the complaint, the facts as presented, and all other information available.

Under no circumstances are denied claims to be deducted from payment to Mannington. A deduction of the claim will not change the disposition we have made on the claim and could result in future shipments being held up.