WARRANTY CLAIM FORM

1-800-425-0788

warranty@genstone.com

☐ I am not the original owner of the GenStone

Homeowner Name: _____ ☐ I am the original owner of the GenStone

CLAIM ADDRESS

_____

Street Address | City | State or Province | Zip or Postal Code

☐USA ☐Canada ☐Other If Other Please Specify _____ _____

Phone Number | Email Address

MAILING ADDRESS

_____

Street Address | City | State or Province | Zip or Postal Code

☐USA ☐Canada ☐Other If Other Please Specify _____ ☐

PRODUCT AND INSTALLATION INFORMATION

☐Brick ☐Stone ☐Wood

Month / Day / Year

Original Installation Date

☐Exterior ☐Interior

Area(s) the Affected GenStone Was Installed

_____

Product Color

☐Yes ☐No

Have You Followed the Recommended Maintenance Instructions?

Installer Name: _____ ☐Homeowner Installed

Phone Number

Problem with Product: _____

_____

_____

AFFECTED PORTION OF THE INSTALLATION

The GenStone warranty applies only to the affected portion of the panels, corners ledgers, trim or caps installed according to the install guide available on genstone.com, no other costs including labor are warranted. For appearance issues such as paint, count and document with photos the number of pieces below. For expansion or contraction, each affected piece must be measured and documented with an image and tape measure showing the total length and height of every affected piece. GenStone will only consider fully documented pieces.

PANELS_____ # Affected Panels

90° CORNERS_____ # Affected Corners

PILLAR PANELS_____ # Affected Panels

LEDGERS_____ # Affected Ledgers

CORNER LEDGERS_____ # Affected Ledgers

PILLAR CAPS_____ # Affected Caps

TRIM_____ # Affected Trim

FINISHED EDGES_____ # Affected Panels

COLUMN CAPS_____ # Affected Caps

Please continue to page two to complete the REQUIRED information in order to submit your claim.

GenStone®

SUBMIT CLAIM TO

warranty@genstone.com

The proof of purchase and photographs must be submitted along with this form. Failure to submit the documentation as requested will result in your claim being delayed or possibly denied. GenStone may request additional information after reviewing your claim and supporting documentation.

(1) PROOF OF PURCHASE:

Copy of the original receipt verifying what products were purchased or installed. This receipt must clearly show the date of purchase. We may also require a copy of the property title or deed.

(2) PHOTOGRAPHS:

Clear, good quality, color photographs of your home as listed below.

- Full view photo of entire structure.
- Close up photos that clearly illustrate your claim
- Photos must clearly depict issue or we may require additional photos

(3) SAMPLE:

A "Sample" of your GenStone from the "WORST" affected area may be required for product verification and testing. If an exterior and interior project, submit the "WORST" from both. Please provide sufficient packaging to insure the safety of your sample.

All the information requested must be completed to the best of your knowledge for filing this claim and returned to us along with items 1 and 2 listed above. The submitted photographs, supporting documents and this completed form become the property of GenStone Products, LLC.

Homeowner's Signature	Homeowner's Printed Name	Date

By signing I certify all the information above is true to the best of my knowledge.

NOTE: Your warranty coverage is "limited" and has specific "exclusions." Please review your warranty, prior to submitting your claim, to be sure the condition you are experiencing is covered under the terms and conditions. GenStone reserves the right to pursue legal action on "fraudulent claims."