



WARRANTY CLAIM FORM

1-800-425-0788

warranty@genstone.com

I am not the original owner of the GenStone

I am the original owner of the GenStone

Homeowner Name: _____

CLAIM ADDRESS

Street Address		City	State or Province	Zip or Postal Code
<input type="checkbox"/> USA	<input type="checkbox"/> Canada	<input type="checkbox"/> Other _____ <small>If Other Please Specify</small>		
Phone Number			Email Address	

MAILING ADDRESS

Street Address		City	State or Province	Zip or Postal Code
<input type="checkbox"/> USA	<input type="checkbox"/> Canada	<input type="checkbox"/> Other _____ <small>If Other Please Specify</small>		<input type="checkbox"/>

PRODUCT AND INSTALLATION INFORMATION

<input type="checkbox"/> Brick	<input type="checkbox"/> Stone	<input type="checkbox"/> Wood	_____
			<small>Month / Day / Year</small>
			Original Installation Date
<input type="checkbox"/> Exterior	<input type="checkbox"/> Interior	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No
<small>Area(s) the Affected GenStone Was Installed</small>		<small>Product Color</small>	<small>Have You Followed the Recommended Maintenance Instructions?</small>

Installer Name: _____
Phone Number

Homeowner Installed

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.



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."