



MANUFACTURERS REPRESENTATIVES OF QUALITY FLOORING & DECOR
Established 2002

TISCA CLAIM FORM:
EMAIL DIGITAL PHOTOS TO: tiscasales@lsiflooring.com
Please fill out completely and return to tiscasales@lsiflooring.com:
Phone: (800) 731-3483 Ext. 701

DATE:
ACCOUNT NAME: CONSUMER'S NAME:
ADDRESS: ADDRESS:
CONTACT PERSON: PHONE #:
EMAIL ADDRESS:
PHONE #: STYLE/COLOR:
FAX#: SQ YDS INVOLVED:
CURRENT LOCATION OF GOODS: IS REPLACEMENT REQUESTED?:
HAS CARPET BEEN CUT OR INSTALLED?:
ADDRESS: INSTALLATION DATE:
INVOICE NUMBER: DATE:
CONTACT NAME: REFERENCE NUMBER:
CONTACT NUMBER: FREIGHT (ATTACH COPY OF INVOICE):

FULL EXPLANATION OF CONCERN:

CLAIM FILED BY (SIGNATURE): DATE:

Claims covering merchandise cut or installed with visible defects, wrong color, quality or off dye lots will not be considered. Claims for shipping damages should be handled directly with the carrier. Tisca assumes no responsibility for labor, freight, or lost time, etc. Tisca warrants its goods against manufacturing defects for up to one year from invoice date. Any claims registered after one year will not be considered. No merchandise may be returned without a written return authorization issued by Tisca. Unauthorized returns will be refused. Tisca will not re-stock merchandise that is custom, special order, under 20', or cut merchandise. Tisca is not responsible for improper installations, tears, burns, pulls, cuts, soiling, staining, pet damage, pile crushing, missing tufts, pooling, shading, watermarking, or damage due to improper or lack of proper maintenance. Shedding or fluffing is a natural characteristic of wool or wool blend pile carpets. Loose fibers can appear on the carpet surface and can be removed with gentle vacuuming. Tisca recommends a vacuum with suction only, or an adjustable vacuum with the brush raised to a setting so that it doesn't touch the pile face. Improper or overly aggressive maintenance can distort the carpet pile and cause fuzzing. It is inherent with fine woven carpets to have certain variances in the surface texture. As with all quality natural fibers, minor differences in yarn size are inevitable. These should not be construed as defects, but are inherent to the beauty of a woven loop pile carpet. Depending on pattern and color, yarns produced from wool fibers may sometimes appear to streak in the face of the carpet. To an overwhelming degree this is due to the fact, that wool is a natural fiber and being such must be allowed greater tolerance. No guarantee, written or implied applies to stair installations.