MATERIAL PRICING

Flooring Overview

itel®
The Science of Fair Settlement®
Quickly reach a fair settlement on damaged flooring with ITEL

ITEL combines accurate analysis with unbiased data direct from the flooring industry to give you a fair replacement price. ITEL is fast and easy to use on all of your flooring claims:

1. Collect the flooring sample.
2. Send the sample to ITEL using our pre-addressed shipping supplies.
3. Receive your lab report with flooring pricing and replacement product names in as little as 24 hours!

This overview provides instructions for collecting a sample, submitting a sample for analysis, and reading the ITEL lab report. Get started today!

Get started by collecting a flooring sample
1. Collect the flooring sample

Flooring sample sizes and collection

Sending the **cleanest, least-worn and least-damaged sample** in the recommended size for each material will make sure you receive the most accurate results. Corners and closets tend to have low traffic and can make excellent sample collection areas. Depending on the claim, you may want to ask your contractor to collect and send the sample for you.

Watch out for sharp edges on materials and tools. Make sure to wear the appropriate safety gear such as goggles and gloves when collecting samples.

### Carpet

![Carpet Diagram]

Collect a 10”x10” sample of carpet and 6”x6” sample of pad. Pad is tested at no extra charge when submitted with a flooring sample. Mark pad on the same Test Request Form as the flooring.

Excessive wear or damage may affect the accuracy of the analysis and will be noted on the report.

### Wood and Laminate

![Wood and Laminate Diagram]

Collect the **full width** of a plank or tile and 10” of length. Include the tongue and groove if applicable. If not available, make sure to note the full width on the Test Request Form submitted with the sample.

Check for a leftover piece from the original installation to obtain a sample that best represents the original flooring.

### Vinyl and other Resilient Floors

![Vinyl Diagram]

Collect a minimum of a 2”x2” or larger sample of the flooring. If tile or plank, note the dimensions on the Test Request Form submitted with the sample.

**Asbestos analysis**

If sending vinyl tile for asbestos analysis, three samples from randomly chosen areas of the floor are required.

### Ceramic or Stone floor and wall tiles

![Ceramic or Stone Diagram]

Collect a minimum 6”x6” piece of the tile. If the tile is 6”x6” or smaller, send the entire tile. Note the dimensions of a full tile and how extensive color variation is among the tiles on the Test Request Form sent with the sample.

Check for extra tiles leftover from the original installation. If collecting from the floor, use a grout saw to remove grout from all four edges of the tile.

2. Send the flooring to ITEL

Fill out the Test Request Form

Complete a Test Request Form to send with the sample. Send one form for each flooring sample. Required fields are noted on the form.

Carrier and Loss Info
Include the carrier and claim information on each form submitted.

Also include third-party or independent adjuster info if applicable.

Samples Submitted
Indicate the type of sample submitted. Note pad on the same form as flooring.

Express Service
Check this box to have the report returned the same day the sample is received; an additional charge applies. Standard turnaround time is next business day.

Express is available for carpet, pad, vinyl, wood, and laminate tests.

Billing
Indicate the party to bill for analysis.

Ship the sample to ITEL

ITEL Supplies
For your convenience, ITEL provides pre-addressed shipping labels and envelopes for sending samples.

You can order additional supplies, including forms and padded envelopes for sharp samples, at www.itelinc.com. Supplies are sent at no charge.

Send the sample
Place the completed Test Request Form and sample in the shipping bag, attach the label, and seal the envelope. If the sample is wet, enclose the form in a plastic bag to prevent the ink from smearing. You can drop the sample off at any UPS drop box or UPS store. Locations are available at www.ups.com/dropoff.

The fee for shipping the sample is included in your total invoice, so there is no need to pre-pay the shipping when using ITEL labels.
3. Receive your lab report

Reading the ITEL report

The laboratory report will be quickly returned to you by your choice of e-mail or fax. Reports are returned the next business day after the sample arrives at ITEL. If you request Express Service, reports are returned the same day the sample arrives at ITEL.

1. The insurance carrier, adjuster, third-party, and claim information
2. Up to four products comparable in specification to the tested sample
3. The calculated average retail benchmark price; installation labor is included on carpet and pad reports at the carrier’s discretion
4. Detailed specifications of the tested sample (including pad if submitted)
5. Additional information on the test included as needed
6. Invoice may appear depending on your account setup

What is ITEL’s “Benchmark Price”?

ITEL’s benchmark price reflects an average retail price for currently available products that can be considered “Like Kind and Quality” to the original flooring. By basing the price on objective analysis, all parties can feel confident they will achieve a fair settlement price.

First, the specifications of the original flooring are measured. Then, the current market is searched for comparable products. Finally, the average price of comparable products (including a retail markup and shipping) is calculated. Tax is not included.

Labor is included on carpet and pad reports at the carrier’s request. The estimating software used to determine labor will be listed on the ITEL report and may vary by carrier.

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