



The Science of Fair Settlement™

Homeowner's Guide: Sending Flooring Samples

ITEL's scientific, objective analysis helps the homeowner and adjuster arrive at a fair settlement price. The process uses accurate physical specifications and currently available flooring styles to find comparable flooring. Using ITEL is easy and fast, with results returned to your adjuster in as little as one business day.

Step 1: Collect the Flooring Sample

Read all directions before removing flooring. Keep safety in mind when collecting the samples. Be careful around sharp tools and edges; always use safety gloves and eye protection. If you have safety concerns, consider asking a contractor to collect a sample for you.

ITEL determines "Like Kind and Quality" flooring styles based on specifications from the original product. Collect the cleanest, least damaged and least worn sample for the most accurate results. Corners of rooms and closets are good places to collect flooring samples as they tend to have little traffic and wear.

Carpet: Cut a 10" x 10" or larger sample of the carpet. A sample of pad can also be collected when cutting the carpet sample.

Vinyl: Cut a 2" x 2" or larger piece of flooring. If the sample is vinyl tile, a complete tile can be sent. Place the vinyl sample in small plastic bag.

Laminate and Wood: A full width and thickness of the plank (include the tongue and groove) and 10" of length is requested for wood and laminate flooring. An uninstalled piece left from the original installation can be sent and will be the easiest to collect.

For glueless, snap-together flooring, you may be able to lift an entire piece from the floor by removing the baseboard at the intersection of two walls.

If the wood flooring is glued or nailed down, follow the glueless procedures. The first board pulled up may break apart, but additional boards will then be easier to remove.

Need help? ITEL's Customer Service Team is available Monday - Friday, 8:00 AM to 9:00 PM Eastern Time at 800-890-4835. You can also e-mail us at customerservice@itelinc.com.

Step 2: Fill out the "Homeowner's Test Request Form"

Complete the Test Request Form. All information is required except where noted.

1. List your information.

2. List insurance company information

3. Check appropriate box for enclosed sample.

ITEL 6745 Phillips Industrial Blvd. Jacksonville, FL 32256 Phone: 800-890-ITEL (4835) Fax: 904-983-3279 www.itelinc.com

HOMEOWNER'S FLOORING TEST REQUEST FORM

BEFORE SENDING MAKE SURE YOU...

1. Enclose this form in a sealed plastic bag if the sample is wet.
2. Send the clearest, least damaged sample possible.
3. Color the flooring based on the instructions in the kit.
4. Completely fill out your contact and insurance company information.

Today's Date: _____
Date Damage Occurred: _____

Homeowner Information (All fields are required)

Homeowner's Name: _____
Phone #: _____
Fax # or E-mail Address: _____
City, State, and Zip Code (Damaged house): _____

Insurance Company (All fields are required)

Insurance Company: _____
Claim Number: _____
Adjuster Name: _____
Adjuster Phone Number: _____
Adjuster Fax # OR E-mail: _____

Sample Enclosed (include one form per flooring sample)

Flooring
Description: _____
Room(s): _____

Pad or underlayment (free test if sent with flooring sample)
Description: _____
Room(s): _____

SAMPLE REQUIREMENTS:

Flooring:

1. Carpets should be 10" x 10" pads should be 6" x 6" (smaller samples may affect accuracy)
2. Sheet and tile vinyl should be at least 2' x 2'.
3. Send the full width and 10" of length for laminate, wood, and vinyl plank. If the full width is not available, note it on the form.
4. Review the instructions before sending.

BILLING
As the adjuster has instructed you to send the sample as part of the claim settlement process, the test will be billed to your insurance carrier. Complete all fields in the Insurance Company section above.

QUESTIONS? Please contact our Customer Service team at 800-890-ITEL (4835) or custserv@itelinc.com.

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Billing

As your adjuster instructed you to submit the sample, there is no charge for the analysis. Make sure to complete all fields under "Insurance Company."

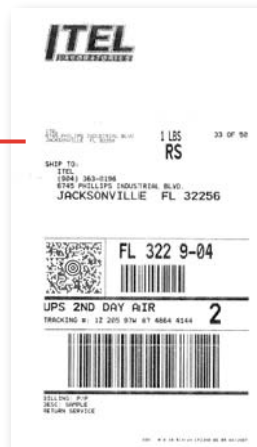
Your form may be slightly different than the example.

Step 3: Ship the sample using the pre-addressed UPS® label

Need a shipping label? Download a shipping label at itelinc.com. There is no need to pre-pay the shipping when using the ITEL shipping label.

The top part of the peel-and-stick label should be placed on the envelope.

If you have downloaded the label, you will need to tape the label to your package using clear packing tape.



The bottom part is your return receipt. It includes the UPS tracking number and should be kept for your records.

Downloaded labels will not have the return receipt; please keep a copy of your tracking number for reference.

Send the sample

If the sample is wet, enclose the form in a ziplock-style bag before shipping.

Place the form and sample in a sturdy shipping envelope or box, attach the label, and seal the package. Express Pak envelopes are available free at UPS Stores®. You can drop the sample off at a UPS drop box or take it to a UPS Store. Drop box and store locations are available at www.ups.com/dropoff. If using your own shipping, send sample to:

ITEL Laboratories
6676 Corporate Center Pkwy
Suite 107
Jacksonville FL 32276

Sample collection complete!

The ITEL report will be returned to your adjuster the next business day after we receive the sample. For questions on the results or your claim, please contact your insurance adjuster. If you need help with these instructions, call ITEL's Customer Service Team: 800-890-ITEL (4835) Monday - Friday, 8:00 AM to 9:00 PM Eastern Time. You can also e-mail our team: customerservice@itelinc.com.





ITEL Laboratories
 6676 Corporate Center Pkwy
 Suite 107
 Jacksonville FL 32276
 Phone: 800-890-ITEL (4835)
 www.itelinc.com

HOMEOWNER'S FLOORING Test Request Form



BEFORE SENDING MAKE SURE YOU...

1. Enclose form in a sealed plastic bag if the sample is wet.
2. Read the enclosed instructions for collecting the sample.
3. Send the cleanest, least-damaged sample possible.

Today's Date: _____

Date Damage Occurred: _____

Use this form if your insurance carrier has requested you send a sample.

Homeowner's Name: _____

City, State, and Zip Code: _____
 (damaged house)

Phone Number: _____

E-mail Address: _____

Insurance Company *All fields are required so that we can send the report to your insurance carrier*

Insurance Company: _____

Claim Number: _____

Adjuster Name: _____

Adjuster Phone Number: _____

Adjuster E-mail Address: _____

Sample Enclosed (Include one form per flooring sample):

<input type="checkbox"/> Flooring Description: _____ Room: _____	<p>GUIDELINES:</p> <ol style="list-style-type: none"> 1. Send the cleanest, least damaged sample possible. Corners and closets are often in better condition than high-traffic areas. 2. Include one form for each flooring sample. Note pad on the same form as the corresponding flooring sample. 3. Carpet: 10" x 10"; pad 6" x 6". 4. Sheet / tile vinyl: at least 2" x 2". 5. Laminate, wood, and vinyl plank: full width and 10" of length. 6. Tile and stone: 6" x 6", or full tile if smaller.
<input type="checkbox"/> Pad or Underlayment <i>(free test when sent with flooring)</i> Description: _____ Room: _____	

Do not send payment. The fees will be charged to your insurance carrier

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