

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 you 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.



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

HOMEOWNER'S FLOORING TEST REQUEST FORM

All information is required except where noted.

1. List your information.

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1. List insurance company information.

2. List insurance company information.

3. Check appropriate box for enclosed sample.

4. Applet Nance.

Applet Place and Applete Recovered (Reclude one form part Recording assumpted)

1. Place and Applete Recovered (Reclude one form part Recording assumpted)

2. Descriptor:

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8. Applete Recovered (Reclude one form part Recording assumpted)

8. Applete Recovered (Record one form part Recording assumpted)

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Billing

Check the box to indicate if you are paying for the analysis by check or credit card.

For credit card payment, **do not** include your credit card number. An ITEL representative will call for your payment information.

Your form may be slightly different.

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

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

The top part of the peel-andstick 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.

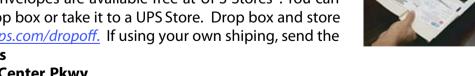
Place the form and sample in a sturdy shipping envelope or box, attach the label, and seal the package. Express Pak envelopes are available free at UPS Stores®. You can drop the sample off at a UPS drop box or take it to a UPS Store. Drop box and store locations are available at www.ups.com/dropoff.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



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.



6676 Corporate Center Pky Suite 107 Jacksonville, FL 32216 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:	
-	

3. Send the clea	anest, least-damaged sample	e possible.	Date Damage Occurred:		
Homeowner's Name:	-				
City, State, and Zip Co (damaged house)	de:				
Phone Number:					
E-mail Address		· · · · · · · · · · · · · · · · · · ·			
Insurance Compa	any (Complete if your fl	looring is part of an ins	surance claim)		
Insurance Company:					
Claim Number:					
Adjuster Name:					
Adjuster Phone Number	er:				
Adjuster E-mail Addres					
Sample Enclos	ed (Include one	e form per floor	ring sample):		
☐ Flooring			GUIDELINES:		
Description:			 Send the cleanest, least damaged sample possible. Corners and closets are often in better condition than high-traffic areas. 		
			Include one form for each flooring sample. Note pad on the same form as the corresponding flooring sample.		
Pad or Underlayment (free test when sent with flooring)			3. Carpet: 10" x 10"; pad 6" x 6".		
Description:			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 sma			
Test Fees (per flooring sample)			Billing (check one):	For security, do not include your credit card	
	Carpet, Wood,	Ceramic or	Call me for credit card	number on this form. An ITEL account	
Туре	Laminate, Vinyl	Stone Tile	Check enclosed for:	representative will	
Test Fee	\$68.00	\$155.00	\$	contact you for credit card payments.	
Sample Shipping Fees (ITEL Label)		Insurance: Check this box only	Checks should be payable to		
Туре	2 nd Day	Next Day	if your adjuster instructed you to	ITEL Laboratories, Inc.	
Shipping Fee	\$19.25	\$28.15	send a sample as part of your insurance claim. The "Insurance		
Fees valid through 12/31/24. Call 800-890-4835 or email customerservice@itelinc.com for current fees.			Company" section above must be completed. The test results and invoice will be sent to your adjuster		

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