



# 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.

**Need help?** ITEL's Customer Experience 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](mailto: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: 904-363-2379 www.itelinc.com

**HOMEOWNER'S FLOORING TEST REQUEST FORM**

**BEFORE SENDING MAKE SURE YOU:**  
 1. Enclose the form in a sealed plastic bag if the sample is wet.  
 2. Send the clearest, least damaged sample possible.  
 3. Collect the flooring based on the instructions in the kit.  
 4. Complete kit or your contact and billing information.

Today's Date: \_\_\_\_\_  
 Date Damage Occurred: \_\_\_\_\_

**Homeowner Information (All fields required)**  
 Homeowner's Name: \_\_\_\_\_  
 Phone #: \_\_\_\_\_  
 Fax # or E-mail Address: \_\_\_\_\_  
 City, State, and Zip Code (Damaged house): \_\_\_\_\_

**Insurance Company (Complete if your flooring is part of an insurance claim)**  
 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): \_\_\_\_\_

**Test and Shipping Fees\***  
 Test Fee: \$88.00  
 Pre-Paid Shipping: \$ 2.00  
 Total: \$90.00

**Billing (check one)**  
 Call homeowner for credit card  
 Check enclosed

\*Fees valid through 12/31/08. Contact ITEL Customer Service for current fees, or visit our website www.itelinc.com

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

### 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 [itelinc.com](http://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](http://www.ups.com/dropoff). If using your own shipping, send the 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](mailto:customerservice@itelinc.com).



itel

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: \_\_\_\_\_

Date Damage Occurred: \_\_\_\_\_

Homeowner's Name: \_\_\_\_\_

City, State, and Zip Code: \_\_\_\_\_  
*(damaged house)*

Phone Number: \_\_\_\_\_

E-mail Address \_\_\_\_\_

**Insurance Company (Complete if your flooring is part of an insurance claim)**

Insurance Company: \_\_\_\_\_

Claim Number: \_\_\_\_\_

Adjuster Name: \_\_\_\_\_

Adjuster Phone Number: \_\_\_\_\_

Adjuster E-mail Address \_\_\_\_\_

**Sample Enclosed (Include one form per flooring sample):**

**Flooring**  
Description: \_\_\_\_\_

**Pad or Underlayment** *(free test when sent with flooring)*  
Description: \_\_\_\_\_

**GUIDELINES:**

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.

<b>Test Fees (per flooring sample)</b>		
Type	Carpet, Wood, Laminate, Vinyl	Ceramic or Stone Tile
Test Fee	\$68.00	\$155.00
<b>Sample Shipping Fees (ITEL Label)</b>		
Type	2 <sup>nd</sup> Day	Next Day
Shipping Fee	\$19.25	\$28.15
Fees valid through 12/31/24. Call 800-890-4835 or email customerservice@itelinc.com for current fees.		

**Billing (check one):**

Call me for credit card

Check enclosed for:  
\$ \_\_\_\_\_

Insurance: **Check this box only if your adjuster instructed you to send a sample as part of your insurance claim.** The "Insurance Company" section above must be completed. The test results and invoice will be sent to your adjuster

*For security, do not include your credit card number on this form. An ITEL account representative will contact you for credit card payments.*

*Checks should be payable to ITEL Laboratories, Inc.*

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