

Claim Procedure

In order to process your claim, your completed claim information must be submitted prior to the end of your 10 year warranty period. You must provide the following items to Wilsonart International, Inc.:

- A signed and completed Claim Form.
- Photograph clearly showing the cracking/delamination and a photograph clearly showing the underneath of the SSV countertop (Please do **not** include photographs of the SSV countertop edges)
- Proof of ownership of your property (i.e., copy of mortgage coupon, deed, or tax statement which shows your name & property address);
- A schematic/drawing of the SSV installation with measurements
- A copy of the original invoice for the SSV countertop purchase and installation (For new home construction contact your builder for this information. If you are unable to provide evidence of the installation date, your claim will be denied. Wilsonart will work with you to try and establish acceptable evidence of purchase and installation.)

In an effort to avoid any processing delays, please provide all the above-required information. Wilsonart reserves the right to perform an inspection of the countertops. We will schedule an appointment with you should there be a need for inspection.

Please submit the claim packet to:

**Wilsonart International, Inc.
SSV Settlement Group
P.O. Box 6110
Temple, Tx. 76503-6110**

A complete packet should include a claim form, photographs, proof of ownership, schematic/drawing, and, when available, a copy of the original invoice. It is important that your **completed** packet is received in a timely manner. The reason is because the claim is calculated in the settlement formula and part of the information is based on the date the packet is considered complete.

Should you have any questions, please contact Wilsonart International, Inc. toll free at 877.537.0533 or Fax 254.899.0876