



# WARRANTY CLAIM FORM

Questions? Contact Our Support Team

1-800-425-0788 info@genstone.com

I am not the original owner of the GenStone

Homeowner Name: \_\_\_\_\_

I am the original owner of the GenStone

### Claim Address:

Street Address		City	State or Province	Zip or Postal Code
<input type="checkbox"/> USA	<input type="checkbox"/> Canada	<input type="checkbox"/> Other <small>If Other Please Specify</small>	_____	
			Phone Number	Email Address

### Mailing Address

Street Address		City	State or Province	Zip or Postal Code
<input type="checkbox"/> USA	<input type="checkbox"/> Canada	<input type="checkbox"/> Other <small>If Other Please Specify</small>	_____	
			<input type="checkbox"/> Same as claim address	

### Product and Installation Information

Stacked Stone  Random Rock  Brick  River Rock

Month / Day / Year  
Original Installation Date

Exterior  Interior  
Area(s) the Affected GenStone Was Installed

\_\_\_\_\_  Yes  No  
Product Color Have You Followed the Recommended Maintenance Instructions?

Installer Name: \_\_\_\_\_  
Phone Number

Homeowner Installed

Problem with Product: \_\_\_\_\_

### Square Footage Estimation

How many square feet (SQFT) do you feel contains a defect under the terms of your warranty? To determine the surface square footage of affected siding installed on the structure, you should measure the overall length and height of the GenStone in question and record the results. For Example: if the area of concern is 11 feet long and 5 feet high, then the total surface footage affected for that side is calculated as 11 x 5 = 55 surface square feet)

**Exterior** \_\_\_\_\_ x \_\_\_\_\_ = \_\_\_\_\_  
Total Length Total Height Total Exterior Square Footage

**Interior** \_\_\_\_\_ x \_\_\_\_\_ = \_\_\_\_\_  
Total Length Total Height Total Interior Square Footage

**Total** \_\_\_\_\_ + \_\_\_\_\_ = \_\_\_\_\_  
Exterior Interior Total Square Footage

**Please include items #1 and #2 when you submit this claim form. You can email the items requested and this form to:**

**warranty@genstone.com**

**or by mail to:**

**ATTN: GenStone Warranty Claims  
10639 W. Bradford Road, Littleton, CO 80127**

1) Copy of Proof of Purchase verifying what products were purchased or installed showing the date of purchase or installation. This can be a dated product sales receipt, or other proof of purchase. We also require a copy of the property title or deed.

2) Clear, good quality, color photographs of your home as listed below. Unfortunately, due to inconsistent quality, "Instant Developing Photos" similar to a Polaroid type are not accepted. Please use photo quality paper for all photos submitted.

- Full view photo of entire structure.
- Full view photos from each corner of the structure (similar to real estate photos taken from a distance) properly marked with applicable direction. (i.e. Front, Right Side, Back, Left Side).
- Close up photos that illustrate your concerns properly marked Front, Right Side, Back, and Left
- Please include a photo showing your house number. Photos must clearly depict issue or we may require additional photos.
- Please label the reverse side of any printed photos with the direction of the view.

3) A "Sample" of your GenStone from the "WORST" affected area may be required for product verification and testing. If and exterior and interior project, submit the "WORST" from both. DO NOT send a sample, which is more than 5 feet in length via US Mail. (Longer samples may be sent via UPS or FedEx.) DO provide sufficient packaging to insure the safety of your sample.

If the claim is against a color variance on one wall then we may request a sample of each color or variance to process the claim. (Please note that GenStone is not responsible for lost or damaged information or samples while in transit to or from our office.)

If your claim is approved for replacement your sample will not be returned, otherwise we will return your sample.

**All the information requested must be completed to the best of your knowledge for filing this claim and returned to us "along" with items 1 and 2 listed above. The submitted photographs, supporting documents and this completed form become the property of GenStone Products, LLC.**

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Homeowner's Signature

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Homeowner's Printed Name

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Date

By signing I certify all the information above is true to the best of my knowledge.

**NOTE:** Your warranty coverage is "limited" and has specific "exclusions." Please review your warranty, prior to submitting your claim, to be sure the condition you are experiencing is covered under the terms and conditions. GenStone reserves the right to pursue legal action on "fraudulent claims."