



WARRANTY CLAIM FORM

1-800-425-0788

warranty@genstone.com

I am not the original owner of the GenStone

I am the original owner of the GenStone

Homeowner Name: _____

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"/>

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

Product Color

Yes No

Have You Followed the Recommended Maintenance Instructions?

Installer Name: _____

Phone Number

Homeowner Installed

Problem with Product: _____

AFFECTED PRODUCT 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 panels 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 SQFT For ledgers and trim, measure the total linear feet (horizontal length of the area the ledgers or trim spans).

PANELS _____ x _____ = _____
Total Length Total Height Total Exterior Square Footage

LEDGERS _____
Linear Feet Number of Affected Ledgers

TRIM _____
Linear Feet Number of Affected Trim

Please continue to page two to complete the REQUIRED information in order to submit your claim.



SUBMIT CLAIM TO

warranty@genstone.com

The proof of purchase and photographs must be submitted along with this form. Failure to submit the documentation as requested will result in your claim being delayed or possibly denied. GenStone may request additional information after reviewing your claim and supporting documentation.

(1) PROOF OF PURCHASE:

Copy of the original receipt verifying what products were purchased or installed. This receipt must clearly show the date of purchase. We may also require a copy of the property title or deed.

(2) PHOTOGRAPHS:

Clear, good quality, color photographs of your home as listed below.

- Full view photo of entire structure.
- Close up photos that clearly illustrate your claim
- 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) SAMPLE:

A "Sample" of your GenStone from the "WORST" affected area may be required for product verification and testing. If an exterior and interior project, submit the "WORST" from both. Please provide sufficient packaging to insure the safety of 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.

Homeowner's Signature

Homeowner's Printed Name

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."