



Exhibit E – Canopy Claims Process

1. Initiating a Claim

- a. A dealer's complaint is reported to the Claims Department. The dealer is emailed a copy of the Claim Record to complete.
- b. There is no Claim file open without a completed Claim Record. We will not accept Claim Records completed by Sales Agents or RSA's.
- c. Claims relating to shipping errors (or) freight damage are referred to the Shipping department.

2. Claim Evaluation:

A thorough evaluation will be conducted which may include any or all of the following:

- a. identifying the affected order
- b. checking on and assessing any product of the remaining run # still in our warehouse
- c. interviewing the dealer, installer, possibly the end user
- d. reviewing account history
- e. discussing matter with sales agent with a possible request for a site visit
- f. issuing a Return Authorization for some or all of the affected material
- g. testing of product and related materials
- h. when warranted, identifying, interviewing, and selecting an inspector
- i. rendering a decision, writing a letter of conclusion
- j. crediting accounts, refunding labor &/or sending replacement material when appropriate

3. Sending Inspector

When an on-site inspection is needed, a certified independent flooring inspector will be contracted to examine the installation.

Dealers/customers may (at their own expense) contract with another inspector if they disagree with the reported findings. The results may be forwarded for consideration to the Claims Department.

Sales Agents are not certified flooring inspectors.

4. Analyzing Inspector Findings

A report will be issued, and a copy forwarded to the dealer/retailer along with a decision on the claim. The consumer will not receive a copy of the correspondence unless we are so directed.

5. Settling the Claim

Settlement negotiations can take place at any point during the claims process. Itemized estimates for any repairs and/or materials are needed prior to any refunds/credits being issued.

**Information needed to expedite the Claims Resolution: Model/SKU Number, Production Date from cartons, photos of faulty materials.*