

STANDARD CLAIMS PROCEDURE AND POLICY

Beckham Brothers is pleased to introduce our new Standard Claims Procedure and Policy, effective immediately.

At Beckham Brothers, we will make every effort to ensure that your product meets our expectations. If you experience any issue, we require that you follow the procedures outlined below. We ask you initiate a claim with Beckham Brothers and we will do our part in processing the claim as quickly as possible. We will work with you throughout the process. Our goal is to issue eligible credit memos within thirty (30) calendar days, upon receipt of a fully completed claim request, where applicable.

Shipping/Freight Damage Claim

All claims involving shipping/freight damage must be reported immediately upon delivery to Beckham Brothers **via email** to: customerservice@beckhambros.com

In the email, you must include all of the following:

- 1) Describe the damage;
- 2) Provide a minimum of two (2) pictures of the damaged product(s);
- 3) Advise of the total number of damaged cartons; and
- 4) Provide the original bill of lading at the time of receiving the shipment with the shipping companies' driver signature with noted acknowledgement of the damage.

If all the above-noted four items are not completed, your claim will not automatically be approved.

Pre-Inspection of Standard Claim

Prior to contacting your Beckham Brothers representative, you must have a representative from your store inspect the possible claim to confirm its legitimacy and that there are no other underlying factors, including but not limited to: site conditions, abuse or improper installation. Please ensure you have your representative take various pictures at this time of the affected areas. Pre-inspections are required for both store-installed flooring and cash-and-carry sales.

Reporting a Standard Claim

Once you have completed a pre-inspection and you have confirmed its legitimacy with no other underlying factors identified, the following are all the required steps.

WHAT YOU MUST DO TO REPORT A CLAIM:

1. You must conduct a pre-inspection to legitimize.
2. If the claim is legitimized, contact your designated Beckham Brothers representative, providing all the relevant information you have.
3. Complete the Standard Claim Submittal Form with your Beckham Brothers representative. a. Note: The completed Standard Claim Submittal Form with three (3) to five (5) coloured pictures will be emailed to our customer service team at customerservice@beckhambros.com for processing.
4. Damaged and or defective product(s) must be kept by the Customer/Dealer for inspection by Beckham Brothers until instructed otherwise by email from a Beckham Brothers representative. Failure to keep the product(s) may result in your claim being denied.

NOTE: Beckham Brothers will provide instructions on the procedure on how to send the product(s) back to Corporate Office.

DEADLINES

Only upon the receipt of all the required information in our *Standard Claim Submittal Form* will a claim with a request for replacement material be considered. No claims will be considered if the requested replacement material is a non-Beckham Brothers product. If the said replacement material value is more than the original product, the customer/dealer is responsible for the cost difference.

Once the claim has been approved by Beckham Brothers, the customer/dealer has sixty (60) days to have replacement material ordered and installed. If the said replacement material is **not** ordered and installed within sixty (60) day deadline, no credit will be given, and your claim will be automatically terminated.

LABOUR RECOVERY FOR STANDARD CLAIMS

Labour claims are only covered by our standard wear or structural warranty and will only be considered if an industry certified inspector confirms that:

- 1) proper installation guidelines outlined in our installation manual, found online at: <https://beckhambros.com/installation-guides/> was followed and
- 2) all applicable National Wood Flooring Association guideline(s), found online at: <https://nwfa.org/technical-guidelines/> was followed.

Labour recovery for claims will only be considered if the original installation of the product was completed in whole by a store certified technician and must appear on the original customer invoice.



Under no circumstances are any additional third-party labour covered for any Beckham Brothers claims, including but not limited to: labour provided by contractors, builders, supplemental trades, carpenters, plumbers, electricians, and/or the end consumer.

Only the direct labour costs associated for installation of the physical flooring manufactured by Beckham Brothers will be considered. All costs must be preapproved by Beckham Brothers in writing (example: email) prior to proceeding. The removal and replacement of: trim, baseboards, subfloors, appliances, furniture, cabinets, carpentry, and plumbing are not covered under any Beckham Brothers labour recovery claims.

VISIBLE MANUFACTURING DEFECTS

All visible manufacturing defects must be reported to Beckham Brothers in writing via email to customerservice@beckhambros.com. FLOORING THAT HAS BEEN INSTALLED IS DEEMED TO HAVE BEEN ACCEPTED BY THE CUSTOMER AND WILL NOT BE ELIGIBLE FOR REPLACEMENT AND OR A CLAIM.

WEAR AND STRUCTURAL WARRANTY CLAIMS

All wear warranty claims must be made within the warranty period.

All structural warranty claims must be made within the warranty period.

Warranty information can be found online on our Beckham Brothers website at: <https://beckhambros.com/warranties/>

Effective date: *August 21, 2023*