



Compliance Review Form

Date: _____

Claim #: _____

Distributor/Location: _____ Product Information

_____ Type: Sheet Tiles

_____ Quantity: _____

_____ Units: _____ Sq. Yds. Sq. Ft

_____ Cartons

Invoice / Date: _____

Retailer: _____ Product Name: _____

Address: _____ Lot No.: _____

City, State: _____ Date Installed: _____

Zip/Postal Code: _____ Date Reported: _____

Phone: _____

Contact Person: _____

Cost Section

List items to be credited and quantity. Use distributor F.O.B for material.

Consumer: _____

Address: _____

City, State: _____

Zip/Postal Code: _____

Phone: _____

	Quantity		Sub-total(\$)
Material:	_____ X	_____ \$/unit	_____
Material:	_____ X	_____ \$/unit	_____
Material:	_____ X	_____ \$/unit	_____

Installation Method & Accessories

Installed by: Retailer Professional DIY (self)

Which Room Was Installed: _____ Approx Acclimation Of Tile Time: _____

Type of Sealant: _____ # of Coats: _____ Applicator: _____ Time Allowed To Dry: _____

Type of Adhesive: _____ Manufacturer: _____ Applicator: _____

Transfer (%): _____ Notches Were Visible Floor Was Rolled

Substrate & Preparation

Tiles Applied To Wood Or Concrete:

Wood Substrate Single layer Double layer

Concrete subfloor Below Grade On grade

Date Concrete Poured: _____ Wet

Underlayment type: _____

Above Grade Moisture test results: _____

Dry pH/Alkalinity: _____

Poor Drainage

Type Of Leveling/Patch Compound: _____ Manufacturer: _____

Floor Maintenance & Preparation

Protection: Proper furniture rests Door mats Other: _____

Maintenance: Cleaner (brand) _____ Polish (brand) _____

Method: Mop / No rinse Wash & rinse Stripping

Possible Causes & Responsibilities

Manufacturing:

- Miss-print
- Off-register
- White spots
- Color/shade
- Contamination
- Other

Retailer/Installer:

- Bad Seam
- Telegraphing
- Bad adhesion
- Visible defect
- Poor fitting/cutting
- Excessive moisture
- Trowel Marks
- Buckels or bubbles
- Other

Consumer:

- Abuse
- Maintenance
- Furn. protection
- External agent
- Tracking/crocking
- Excessive sunlight
- Excessive heat
- Warranty expired
- Moving appliances

Additional Questions & Comments

- 1.) What was the temperature of the jobsite? _____
- 2.) Were the tiles removed from the carton to acclimate over a 72 hour period? _____
- 3.) Were the tiles inspected on site to insure consistency in grain, shape, and color? _____
- 4.) What was the type of sub-floor? _____
- 5.) Is the construction slab or crawl space? _____
- 6.) If the concrete was new, did it cure for 90 days? _____
- 7.) Was a 1/16 X 1/16 x 1/16 notched trowel used to spread the adhesive? _____
- 8.) Did you lay tiles to make a snug seam? _____
- 9.) Did you allow tiles to stand on adhesive 20-30 minutes before rolling with 100lb or 150lb roller? _____
- 10.) Did you await 24 hours to walk on floors? _____
- 11.) Did you wait 48 hours to replace furniture? _____
- 12.) Did you wait 7 days for curing before replacing any throw rugs? _____
- 13.) Did you wait 7 days before cleaning for the first time? _____

Additional Information: describe problem reported by customer and additional observations made.

Compliance Review Follow-up (Robus use only)

Only completed filled out forms will be reviewed. Should you have any questions, please call 317.704.7008.

*Please send completed form to: Robus Leather Corporation, 3333 Founders Road, Indianapolis, IN 46268
Form may also be faxed to 317.872.8502*