

Sagiper North America

13179 - 156 Street NW
Edmonton, AB T5V 1V2
P: 1 (780) 862-9632
F: 1 (888) 890-7069
E: info@sagipernorthamerica.com



Warranty Claim Form

INSTRUCTIONS FOR WARRANTY CLAIM FORM

Sagiper manufactures high quality building products. We take pride in delivering you quality products that last. Our customer service team will carefully review your claim and contact you in regards to the status of your claim. Please submit proof of purchase, and a photo of your entire wall/ceiling/soffit area, as well as photos of the damaged area. Digital photographs are preferred. Please fill out the following warranty claim form completely, incomplete forms cannot be processed. We appreciate your business and will work to resolve this matter as timely as possible.

Please note the following warranty claim procedures and conditions:

- Sagiper will review the claim and will contact the owner to advise what action will be taken.
- If Sagiper can't make an initial judgement if the claim is valid, Sagiper may request the owner to courier two (2) samples of the defective material to Sagiper North America for inspection. Sagiper will reimburse the owner for courier costs for valid claims.
- If an on-site inspection is required by a Sagiper representative, Sagiper reserves the right to charge the owner a fee to cover its expenses. That fee will be refunded if the warranty claim is valid.
- Costs to remove defective Sagiper materials at the project site are not covered by warranty.
- Costs to dispose of defective Sagiper materials are not covered by warranty.
- Costs to deliver replacement Sagiper materials to the point of sale (either Sagiper North America or to the original distributor) is covered by warranty.
- Costs to install replacement Sagiper materials is not covered by warranty, however Sagiper may offer a credit of \$3/sq.ft. for SAGIWALL and \$2/sq.ft. for SAGIREV which the owner may use towards removal, installation, or general labor.

Contact Information

Contractor's

Business Name:
(if applicable)

Owner's Name:

(First) (Last)

Project Address:

(Street Address) (Apartment/Unit #)

(City) (Province/State) (Postal/ZIP Code)

Daytime Phone: () -

Email:

Name of Store/Distributor
where Purchased:

City of Store/Distributor:

Project Information

Residential application

Commercial/Institutional application

Project Name
(if applicable): _____

Project Address: _____

Date of Project
Completion (approx): _____

Below, please fill in a complete row for each product type with a problem.

SAGIPER PRODUCT LINE <small>(Sagiwall or Sagirev)</small>	APPLICATION TYPE <small>(eg. interior ceiling, exterior siding, etc.)</small>	BOARD WIDTH <small>(4", 6", or 8")</small>	COLOUR DESCRIPTION <small>(Include if known. eg. REF 13 Light Maple.)</small>

Please describe the problem occurring and any other relevant information.

Photo(s) of each problem area included?

Photo of the overall wall, ceiling, or soffit area included?

Was a pneumatic nailer used for installation?

Copy of original proof of purchase included?

I acknowledge that a reasonable time will be required by Sagiper to review and administer warranty claim procedures. I have read and agree to the terms of the Sagiper North America warranty, available at: www.sagipernorthamerica.com

(Name of Owner or Contractor)

(Signature)

(Date)

(This area for Sagiper internal use only)
Sagiper North America authorization:

(Name of Employee)

(Signature)

(Date)

Outstanding Information:

Review Status:

Having trouble submitting this form?
Please contact us by email or phone with the contact information indicated on the first page.