



T: 1-800-776-6655 | F: 1-800-249-6655 | PO Box 2628, Durham, NC 27715

**Patriot Timber Claim Guidelines:**

- Complete claim form and send to [claims@dsx.com](mailto:claims@dsx.com)
- Take pictures of the problem area(s) and overall room and email to [claims@dsx.com](mailto:claims@dsx.com)
- Take pictures without flash and with digital camera when possible
- If floor has been previously inspected include name and copy of the report from the inspector
- A Patriot Timber rep may choose to visit job site to inspect the claim
- **DO NOT MAKE ANY CHANGES OR REPAIRS OF ANY KIND TO THE FLOOR. CHANGES THAT HAVE BEEN MADE WITHOUT PRIOR WRITTEN AUTHORIZATION FROM PATRIOT TIMBER PRODUCTS, INC. WILL VOID THE WARRANTY**
- Claim number is going to be the same as the Dealer's Supply invoice number
- Professional installation invoice/Proof of payment (required for any claim of installation)
- Send samples to:
  - Patriot Timber Products  
Attn: Customer Service  
P.O. Box 19065  
Greensboro, NC 27419
  - Label samples with claim number

**Questions? – Contact the Dealers Supply Claims Administrator  
[claims@dsx.com](mailto:claims@dsx.com) or 1-800-776-6655**