

# Homeowner's Guide: Sending Flooring Samples

ITEL's scientific, objective analysis helps the homeowner and adjuster arrive at a fair settlement price. The process uses accurate physical specifications and currently available flooring styles to find comparable flooring. Using ITEL is easy and fast, with results returned to your adjuster in as little as one business day.

## Step 1: Collect the Flooring Sample

**Read all directions before removing flooring.** Keep safety in mind when collecting the samples. Be careful around sharp tools and edges; always use safety gloves and eye protection. If you have safety concerns, consider asking a contractor to collect a sample for you.

ITEL determines "Like Kind and Quality" flooring styles based on specifications from the original product. Collect the cleanest, least damaged and least worn sample for the most accurate results. Corners of rooms and closets are good places to collect flooring samples as they tend to have little traffic and wear.

**Carpet:** Cut a 10" x 10" or larger sample of the carpet. A sample of pad can also be collected when cutting the carpet sample.

**Vinyl:** Cut a 2" x 2" or larger piece of flooring. If the sample is vinyl tile, a complete tile can be sent. Place the vinyl sample in small plastic bag.

**Laminate and Wood:** A full width and thickness of the plank (include the tongue and groove) and 10" of length is requested for wood and laminate flooring. An uninstalled piece left from the original installation can be sent and will be the easiest to collect.

For glueless, snap-together flooring, you may be able to lift an entire piece from the floor by removing the baseboard at the intersection of two walls.

If the wood flooring is glued or nailed down, follow the glueless procedures. The first board pulled up may break apart, but additional boards will then be easier to remove.

## Step 2: Fill out the "Homeowner's Test Request Form"

Complete the Test Request Form. All information is required except where noted.

1. List your information.

2. List insurance company information

3. Check appropriate box for enclosed sample.

**ITEL LABORATORIES**  
6745 Philips Industrial Blvd.  
Jacksonville, FL 32256  
Phone: 800-890-ITEL (4835)  
Fax: 904-983-3279  
www.itelinc.com

**HOMEOWNER'S FLOORING TEST REQUEST FORM**

**BEFORE SENDING MAKE SURE YOU...**  
1. Enclose this form in a sealed plastic bag if the sample is wet.  
2. Send the clearest, least damaged sample possible.  
3. Color the flooring based on the instructions in the kit.  
4. Completely fill out your contact and insurance company information.

Today's Date: \_\_\_\_\_  
Date Damage Occurred: \_\_\_\_\_

**Homeowner Information (All fields are required)**  
Homeowner's Name: \_\_\_\_\_  
Phone #: \_\_\_\_\_  
Fax # or E-mail Address: \_\_\_\_\_  
City, State, and Zip Code (Damaged house): \_\_\_\_\_

**Insurance Company (All fields are required)**  
Insurance Company: \_\_\_\_\_  
Claim Number: \_\_\_\_\_  
Adjuster Name: \_\_\_\_\_  
Adjuster Phone Number: \_\_\_\_\_  
Adjuster Fax # OR E-mail: \_\_\_\_\_

**Sample Enclosed (include one form per flooring sample)**  
 **Flooring**  
Description: \_\_\_\_\_  
Room(s): \_\_\_\_\_  
 **Pad or underlayment (free test if sent with flooring sample)**  
Description: \_\_\_\_\_  
Room(s): \_\_\_\_\_

**SAMPLE REQUIREMENTS:**  
**Flooring:**  
1. Carpets should be 10" x 10" pads should be 6" x 6" (smaller samples may affect accuracy).  
2. Sheet and tile vinyl should be at least 2' x 2'.  
3. Send the full width and 10" of length for laminate, wood, and strip glass. If the full width is not available, note it on the form.  
4. Review the instructions before sending.

**BILLING**  
As the adjuster has instructed you to send the sample as part of the claim settlement process, the test will be billed to your insurance carrier. Complete all fields in the Insurance Company section above.

**QUESTIONS?** Please contact our Customer Service team at 800-890-ITEL (4835) or [custserv@itelinc.com](mailto:custserv@itelinc.com).

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### Billing

As your adjuster instructed you to submit the sample, there is no charge for the analysis. Make sure to complete all fields under "Insurance Company."

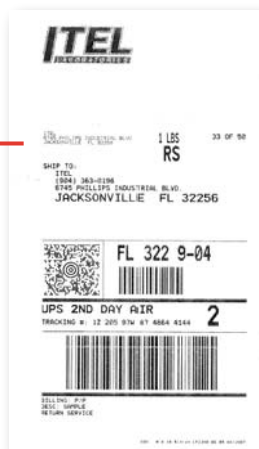
*Your form may be slightly different than the example.*

## Step 3: Ship the sample using the pre-addressed UPS® label

**Need a shipping label?** Download a shipping label at [www.itelinc.com/homekit.asp](http://www.itelinc.com/homekit.asp). There is no need to pre-pay the shipping when using the ITEL shipping label.

The top part of the peel-and-stick label should be placed on the envelope.

If you have downloaded the label, you will need to tape the label to your package using clear packing tape.



The bottom part is your return receipt. It includes the UPS tracking number and should be kept for your records.

Downloaded labels will not have the return receipt; please keep a copy of your tracking number for reference.

### Send the sample

**If the sample is wet, enclose the form in a ziplock-style bag before shipping.**

Place the form and sample in a sturdy shipping envelope or box, attach the label, and seal the package. Express Pak envelopes are available free at UPS Stores®. You can drop the sample off at a UPS drop box or take it to a UPS Store. Drop box and store locations are available at [www.ups.com/dropoff](http://www.ups.com/dropoff). If using your own shipping, send the sample to:

**ITEL Laboratories**  
**6745 Philips Industrial Blvd.**  
**Jacksonville FL 32256**



## Sample collection complete!

**The ITEL report will be returned to your adjuster the next business day after we receive the sample.** For questions on the results or your claim, please contact your insurance adjuster. If you need help with these instructions, call ITEL's Customer Service Team: 800-890-ITEL (4835) Monday - Friday, 8:00 AM to 5:30 PM Eastern Time. You can also e-mail our team: [itelinfo@itelinc.com](mailto:itelinfo@itelinc.com).



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# HOMEOWNER'S FLOORING TEST REQUEST FORM



**BEFORE SENDING MAKE SURE YOU...**

1. Enclose this form in a sealed plastic bag if the sample is wet.
2. Send the cleanest, least damaged sample possible.
3. Collect the flooring based on the instructions in the kit.
4. Completely fill out your contact and insurance company information.

Today's Date: \_\_\_\_\_

Date Damage Occurred: \_\_\_\_\_

**Homeowner Information (All fields are required)**

Homeowner's Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

Fax # or E-mail Address: \_\_\_\_\_

City, State, and Zip Code  
(Damaged house): \_\_\_\_\_

**Insurance Company (All fields are required)**

Insurance Company: \_\_\_\_\_

Claim Number: \_\_\_\_\_

Adjuster Name: \_\_\_\_\_

Adjuster Phone Number: \_\_\_\_\_

Adjuster Fax # OR E-mail: \_\_\_\_\_

**Sample Enclosed (Include one form per flooring sample):**

**Flooring**

Description: \_\_\_\_\_

Room(s): \_\_\_\_\_

**Pad or underlayment (free test if sent with flooring sample)**

Description: \_\_\_\_\_

Room(s): \_\_\_\_\_

**SAMPLE REQUIREMENTS:**

Flooring:

1. Carpets should be 10" x 10"; pads should be 6" x 6". Smaller samples may affect accuracy.
2. Sheet and tile vinyl should be at least 2" x 2".
3. Send the full width and 10" of length for laminate, wood, and vinyl plank. If the full width is not available, note it on the form.
4. Review the instructions before sending.

**BILLING**

As the adjuster has instructed you to send the sample as part of the claim settlement process, the test will be billed to your insurance carrier. **Complete all fields in the Insurance Company section above.**

**QUESTIONS?** Please contact our Customer Service team at 800-890-ITEL (4835) or [custserv@itelinc.com](mailto:custserv@itelinc.com).