

INSTRUCTIONS TO COMPLETE A CLAIM FOR LP DECKING AND/OR RAILING

ATTACHMENT CHECKLIST :

- Proof of Property Ownership
- Proof of LP Decking and/or Railing
- Documentation showing when the original LP Decking and/or Railing was installed
- Proof of Damage (in the form of photos or a sketch/description showing the location and nature of damage).

A. Name of Property Owner(s)/Claimant(s): Include all co-owners/claimants for the home (first name, middle initial, last name). If there are more than two co-owners/claimants, please provide the name, phone number and address for additional co-owners/claimants on a separate sheet of paper. The claim form **MUST** be completed and signed by each and every owner. If the claim is being filed by a Company, the claim form **MUST** be completed and signed by the legal business representative.

B. Questions About Your Deck:

- Provide information as to the type of decking products and number of decks and/or railing systems with LP Decking and/or Railing.

C. Proof of Property Ownership: You must provide one of the following documents: (1) a copy of the Property/Warranty Deed, (2) a current copy of a property tax bill, OR (3) a current mortgage statement showing you as the Property Owner and the street address of the Property.

- If you represent a Homeowners Association, you will need to supply a copy of the Association By-Laws that identifies the current Association Officers and explains the ownership of the decking and/or railing. (i.e., Is the decking and/or railing part of the common areas or owned by the individual unit owners.)
- If you represent a Commercial Development, you will need to supply a copy of the Articles of Incorporation **OR** a copy of your Annual Corporate filing which identifies the current officers.

D. Proof of LP Decking and/or Railing: To begin processing your claim, the Claims Office must receive evidence that the decking and/or railing product(s) for which you are making a claim are manufactured by LP, and not a product made by any other company. Therefore, you must submit one or more of the following:

1. Receipts and/or Invoices – Copies of invoices or receipts indicating that LP decking product is installed on the property. The invoice or receipts must have the specific property address.
2. Product Tag – Clear copy or photograph of the product tag attached to the factory end of a full length deck board;
3. Date Code Photograph – A photograph of the code that is stamped on either of the finished ends of all LP decking;
4. Evidence of Prior LP Decking/Railing Warranty Claim – Attach a written acknowledgement (Inspection Report, Settlement Voucher, Release Letter, etc.) from LP showing that you have LP decking and/or railing;
5. Other – May consist of documentation from contractor and/or photographs. For example, your contractor may have receipts or invoices showing the product that was purchased to build your deck.

E. Proof of Product Installation Date: You **MUST** provide proof showing when the product was installed on your home. If your decking product is uninstalled, please refer to the Uninstalled Decking and /or Railing Product Claim Form (Section K). Valid proof of product installation date consists of one of the following:

1. Contractor invoices or receipts, or a work order showing completion of the job.
2. Receipts or Invoices – Copies of invoices or receipts indicating the purchase of the product.
3. Building Permit – This can be obtained from either the builder or the local building and zoning division office.
4. Certificate of Occupancy – **For decks installed at the time the house was built, the Certificate of Occupancy will establish the installation date of your deck.**

F. Proof of Damage of LP Decking and/or Railing: Describe the damage as it appears on your deck and or railing. You **must** also provide a description, diagram, sketch or photographs depicting the **location** and nature of the damage found on your decking and/or railing.

G. Prior Claim(s): Previous Warranty, Notice or Recall Claim(s) Made To LP Warranty: You should check this box if you previously made any kind of warranty, notice or recall claim to LP for your decking and/or railing. For each

previous claim, provide the approximate date the claim was filed. Provide the claim number. Also, state whether you received a settlement payment for the previous warranty claim, and if so, state the amount of that payment. If you did not previously make a claim, skip these Prior Claim questions and proceed to “Other Payments or Compensation” below.

H. Other Payments Or Compensation: Provide information regarding any payment you may have received for damage, repairs, replacements or previous claims regarding the LP Decking and/or Railing from any other source, including builders, developers, contractors, manufacturers, or insurers. For each payment, identify the source of the payment and the amount of money that you received.

I. Tax Information: We need this information to comply with IRS reporting requirements. Failure to provide this information will delay the processing of your claim and any related payment. You **MUST** respond to each of the questions in this section.

1. If you answered “No” to ALL of these questions: You may proceed to the next section.
2. If you answered “Yes” to ANY of these questions: Please provide your Taxpayer Identification Number (TIN) in the space provided. For individuals, this will be your Social Security Number. For other entities, it is your Taxpayer Identification Number. If you have applied for, but have not received, a TIN or EIN, write “Applied For” in the space provided.

J. Directions To Property: Please provide directions to the Property from the nearest Interstate.

Signature(s) & Initial(s): Each Claimant **MUST** sign the Oath and Certification and initial each page of the Claim Form, verifying all of the information provided.

K. Uninstalled Decking and/or Railing Products: For uninstalled Decking and/or Railing products LP will offer to buy back any decking and/or railing for the actual price paid provided that you can furnish the following:

- Invoice or Receipt showing the product(s) purchased, quantities and price paid from an **LP distributor or retailer**.

If purchased from an entity other than an LP distributor or retailer, LP will offer to buy back any Decking and/or Railing at 50% of the actual price paid.

In the absence of proof, LP will offer to buy back any Decking and/or Railing at fifteen cents per linear foot (\$0.15/LF).

For Railing accessories that are not sold by the linear foot (e.g., post sleeves, post caps, etc.), LP will offer to buy back the accessory at the material purchase price paid by the Claimant provided that the Claimant can prove the price paid by an invoice from an LP distributor. In the absence of that proof, no payment will be made for such uninstalled Railing accessories.

LP will arrange for pickup and removal of any uninstalled decking and/or railing products.

If you have any questions, you can call the LP Decking & Railing Claims Office at 1-888-325-1184.