



DATE : _____
JOB NAME: _____
ADDRESS: _____

Warranty Complaint Questionnaire

Please complete this form, sign, and return to International so that we may proceed with your claim. A detailed incident report is necessary for warranty purposes.

Have there been any prior complaints about this roofing system? _____ Date _____
Is the roof leaking? _____ If yes, how many leaks are present? _____
Has anyone inspected the roof to determine what is causing the leaks? _____
If yes, who? _____
What was determined to be causing the leak(s)? _____
Is wind damage apparent? _____ Are any screws pulled from the deck? _____
Is there any interior damage? _____ Is there wet insulation present? _____
Has your roofing system required repairs since installation? _____
If yes, by whom? _____
Has anything been installed on or through the roof since installation? _____
Has anyone (mechanical contractors, etc.) been on the roof since installation? _____

There is no charge for repairs if International determines the problem is covered by your limited warranty. **If International responds to your claim and determines the problem is not warranty related there is a charge of \$500.00 per man per day plus expenses from port to port.** International charges \$75.00 per hour plus materials to perform repairs that are not covered by the warranty. IDS will bill you for all charges and expenses resulting from non-warranty claims. If the invoice is not paid within 60 days IDS will null and void your limited warranty per paragraph 7 of your limited warranty. Please read the "Terms & Conditions" of your limited warranty. The Building Owner is responsible for any litigation fees and attorney fees if IDS's bills are not paid. In the event a dispute between parties that cannot be settled, all law suits or legal action must be filed in Toledo, Lucas County, Ohio in a competent jurisdiction in such county. Notice of lien is hereby given pursuant to state laws in the event expenses/costs/fees for material, labor and warranty repairs are not paid in accordance with terms of invoices. We recommend you consult with your agent/approved applicator prior to signing and returning this warranty claim form. IDS reserves the right to request minimum payment prior to investigating this claim. Payment will be reimbursed if IDS determines it is IDS's responsibility. If the Building Owner and/or his agent misrepresent vandalism, acts of God, fire, etc IDS will charge \$75 per man hour from port to port upon discovery.

Purchase order # _____

Building owner signature _____

NOTE: This form must be signed before we will respond to your warranty complaint.