Product Claim Form

Date of form completion_____

Thank you for purchasing **Moso Bamboo Outdoor Decking or Siding.** We hope that you are enjoying your product aside from the issue that you are contacting us about. The following form must be filled out before the issue can be resolved. Thank you for your patience as we promptly address your claim.

PURCHASER INFORMATION		DEALER INFORMATION	
First Name		Dealer Name	
Last Name		Sales Person	
Address		Address	
City, STATE, ZIP Code		City, STATE, ZIP Code	
Email		Email	
Phone Number		Phone Number	
INSTALLER INFORMATION			
Company name		ADDRESS OF INSTALLATION	
Contact name		Address	
Address		City, STATE ZIP Code	
City, STATE ZIP Code			
Email			
Phone Number			

Are you the (please circle) Homeowner/End-user Contractor/Installer Dealer/Retailer

Date product was purchased: _____ Delivery Date _____ Installation Date _____

Date issue first noticed_____

Product Information & Complaint

Product Name		Product Model	
Invoice number		Installed using Moso clips?	Yes No _____
Has the material been finished? What finish was used?		Distance from ground? Describe drainage	
Describe cleaning practices:			
Description of Issue:			

The authorized dealer will then submit all the documentation for a review.
You will be contacted with the results of the investigation within 30 days.

Please submit this form and sufficient pictures to info@moso-bamboo.com