



# FLOOR-2-GO



## Complaint Form

To Process your claim as quickly as possible, please complete the following questions. It is important you answer ALL sections. You can post complaint form to the following address: J&A Flooring Ltd t/a Floor2Go, Unit 2, Clonroadmore Business Park, Quinn Road, Ennis, Co.Clare, V95 W63A or forward complaint form to our e-mail at [sales@floor2go.ie](mailto:sales@floor2go.ie). Office telephone - 065 6864635

## Retailers Details

Name		Telephone	
Address			

## Product Details

Product Range		Colour/Décor	
Area Installed M2/Yards2		Date Problem Started	
Date Installed		Fitters Name & Tel:	

Room laminate is fitted in	
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## Reason For Complaint

*Describe in as much details as possible the problem/reason for complaint*

<b>Were boards acclimatised?</b>	
<b>If Yes please state where and for how long?</b>	
<b>Type of subfloor over which flooring was laid</b>	
<b>Has a damp proof been used?</b>	
<b>Is underfloor heating fitted, if so state what type including underlay used ?</b>	
<b>How much of an expansion gap has been left around edges?</b>	
<b>Have expansion profiles been used where appropriate?</b>	
<b>Have all boards staggered correctly by a minimum of 200mm?</b>	
<b>Describe how the floor has been cleaned?</b>	

Please email images of complaint to [sales@floor2go.ie](mailto:sales@floor2go.ie)