



CONPROCO WARRANTY PROCESS

- 1) Complete and return the 'Application for Warranty' form to Conproco before your project begins. Conproco will review your application. If your project meets our requirements, we will mail you an 'Intent to Warranty' letter. Conproco will not consider any applications received after a project has begun. If you do not have an 'Intent to Warranty' letter, Conproco is either unaware of your warranty request or has not received your application.
- *2) Construct a mock-up. The minimum mock-up size is 4' X 4'. The mock-up must remain on-site and available for inspection throughout your project.
- 3) Contact your local Conproco representative to schedule your first site inspection. Your regional representative's name and phone number are located on the Intent to Warranty letter. The first site inspection must take place before your project begins.
- 4) Once you begin construction, be sure to save all invoices relating to Conproco purchases. All products and Product Batch Numbers (batch numbers are on every bag/container) must be recorded on the warranty inspection form.
- 5) Complete applicable items on the 'Conproco Warranty Inspection Form' as construction progresses.
- *6) Contact your Conproco representative to schedule the second inspection at approximately mid-point of the application.
- 7) After project completion, contact your Conproco representative to schedule the final inspection. After the Conproco representative has completed their portion of the inspection form, send your completed form and copies of all invoices to Conproco. Conproco will not consider incomplete forms.
- 8) Once Conproco has reviewed the material; we will contact your local distributor to confirm that your account is in good standing. When confirmed, the appropriate warranty will be issued. The warranty is not valid until signed by the party seeking warranty.

*** Indicated items are not required for 3 year product warranties.**