



INDUSTRIES LTD.

Dear Homeowner:

Thank you for contacting the IKO Customer Service Department. We have received your proof of purchase and are now ready to evaluate your warranty claim. Our aim is to process your claim thoroughly and quickly as possible. All claims are resolved based upon the information you send us. If all items are not completed as requested, your claim will not be processed.

To ensure a prompt response to your concern we ask the following:

- Complete and sign the enclosed Product Information Survey. Please note that the IKO Asphalt Shingle Limited Warranty typically offers protection only to the original consumer/purchaser of the shingles.
- Submit a **minimum** of seven (7) clear color photographs showing the concern. The photos must be **printed, clear** and in **focus**. We need to clearly see the problem area and be able to determine the extent of the problem from the photos. **Polaroid photos are not acceptable.**
  - 1) One photograph showing the complete front of the structure.
  - 2) One photograph showing the general area of concern.
  - 3) One photograph showing a close-up of the general area of concern.
  - 4) One photograph showing the soffit ventilation on the overhang.
  - 5) One photograph showing the soffit ventilation inside the attic.
  - 6) One photograph showing the complete back of the structure.
  - 7) One photograph of the house showing the house number.
- Enclose TWO FULL shingles from the area(s) of your roof that clearly demonstrates your concern and, if possible, the section of the shingle wrapper which shows the stenciled code numbers. Staple one yellow identification label to each shingle sample. IKO will not be responsible for the cost of removal of the shingles from your roof.

A pre-addressed white label has been enclosed. Please use this mailing label to forward your package to our Claim Processing Centre. Check to ensure that all of the following are in this package:

- 1) The completed Product Information Survey
- 2) The requested seven (7) photographs
- 3) Two (2) full shingle samples with attached yellow identification labels.

Please allow a period of four (4) to six (6) weeks after receipt of the requested information for a written resolution to your concerns.

**\*\*\*ALL PICTURES AND SAMPLES SUBMITTED BECOME THE PROPERTY OF IKO CUSTOMER SERVICE AND CANNOT BE RETURNED.\*\*\***

**\*\*\*IMPORTANT: IMMEDIATELY AFTER THE SAMPLE SHINGLES ARE REMOVED FROM THE AREA(S) OF CONCERN, THEY MUST BE REPLACED IN ORDER TO PREVENT SERIOUS LEAKAGE.\*\*\***

Thank you for taking the time to submit all of the requested information.

Sincerely

IKO Customer Service Department  
Enclosure