



MASTIC HOME EXTERIORS, INC. - CONSUMER DAMAGE REPORT
(Please print legibly - Form no. WS-001-09/20)

Homeowner Name:
Claim Address:

Street Address City State Zip Code
County/Parish Name Home Phone Number Work Phone Number

Mailing Address:

Street Address City State Zip Code
County/Parish Name

Products Involved: Vinyl Siding Aluminum Siding Accent Panels
Trim Coil Vinyl Soffit Aluminum Soffit Designer Accessories
Other:

Product Color: Style: Smooth Woodgrain Hand Split

Type of Siding: - See the attached worksheet "Identifying What Type of Siding You Have" to determine specific measurements and profile designation. Siding: Profile Height: Profile Style:

Original Installation Date: Original Homeowner: Yes No

Original Installer Name: City State

Problem with Product:

Areas of Concern: Front Right Side Back Left Side

Directional Exposure of Area(s) of Concern: North South East West

Which best describes the surface directly beneath your siding? House Wrap: Wood:

Foam insulation: None (bare studs) Tar paper Other

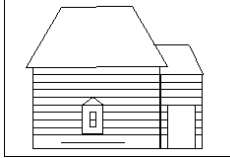
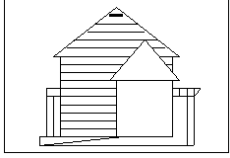
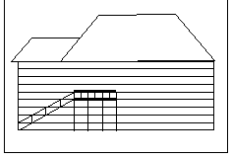
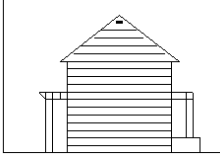
Has the recommended once per year cleaning been performed Has the product been power-washed

Please continue to page two to complete the REQUIRED information in order to submit your claim.



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How many square feet (Sq. Ft.) of siding do you feel contains a defect under the terms of your warranty? To determine the surface square footage of affected siding installed on the structure, you should measure the overall length and height of the siding in question and record the results in the spaces provided on the diagrams below as appropriate. (if the area of concern is 11 feet long and 5 feet high, then the total surface footage affected for that side is calculated as $11 \times 5 = 55$ surface square feet)

			
Total Affected _____Sq.Ft.	Total Affected _____Sq.Ft.	Total Affected _____Sq.Ft.	Total Affected _____Sq.Ft.

If the structure has more than four sides or the affected areas are located in the soffit, dormer, windows, chimney, etc. state the total additional square footage at issue and indicate its location. _____-Total additional square feet and location of additional square footage: _____

- 1) Proof of Purchase verifying what products were purchased or installed showing the date of purchase or installation. This can be a dated product sales receipt, or other proof of purchase. **We also require a copy of the property title or deed.**
- 2) **Clear, good quality, color photographs** of your home as listed below. Unfortunately, due to inconsistent quality, **“Instant Developing Photos” similar to a Polaroid type and plain paper are not accepted. Please use photo quality paper for all photos submitted.**
 - Full view photo of entire structure.
 - Full view photos from each corner of the structure (similar to real estate photos taken from a distance) properly marked with applicable direction. (i.e. Front, Right Side, Back, Left Side).
 - Close up photos that illustrate your concerns properly marked Front, Right Side, Back, and Left Side. Please include a photo showing your house number. **Photos must clearly depict issue or we may require additional photos.**
 - Please label the reverse side of any printed photos with the direction of the view.
 - To email your photos please provide your email address: _____
- 3) **VINYL SIDING ONLY** – A **“Sample”** of your vinyl siding from the **“WORST”** affected area is **“REQUIRED”** for product verification and testing. **DO NOT cut, fold or bend the sample** since it may need to be reinstalled on your home. DO NOT send a sample, which is more than **5 feet in length via US Mail**. (Longer samples may be sent via UPS or FedEx.) DO provide **sufficient packaging** to insure the safety of your sample.
 If the claim is against a color variance on one wall then we need a sample of each color or variance to process **the claim**. (Please note that Mastic Home Exteriors is not responsible for lost or damaged information or samples while in transit to or from our office.) Instructions and a Zip Tool are enclosed for the removal of the vinyl sample.
- 4) **NON-VINYL SIDING ONLY** – A **“Sample”** may be required, depending on the nature of the defect and other substantiating documentation. If a sample is needed to process your claim and you have not already submitted one, we will formally request it during the claims process.

If your claim is approved for replacement your sample will not be returned, otherwise we will return your sample.

All the information requested **must be completed** to the best of your knowledge for filing this claim and returned to us **“along”** with items 1 through 3 listed above. The submitted photographs, supporting documents and this completed form become the property of Ply Gem Siding Group.

NOTE: Your warranty coverage is **“limited”** and has specific **“exclusions”** based on when the product was installed. Please review your warranty, prior to submitting your claim, to be sure the condition you are experiencing is covered under the terms and conditions.

Mastic Home Exteriors reserves the right to pursue legal action on “fraudulent claims.” I certify all the information above is true to the best of my knowledge.

Homeowner’s Signature

Date