

The claim must be made in writing within thirty (30) days of the event which lead to the claim, failing to do so the claim may be rejected by Duchesne, who will be relieved from any obligation.

## **CHECKLIST**

### **BEFORE SUBMITTING A CLAIM FOR AN INSTALLED PRODUCT**

Before you start completing your claim request for an installed product, make sure you have all the required documents with you (proof of purchase, pictures of the problem, and proof of ownership). Once all the documents are gathered, submit your request by clicking on the "Submit a claim" button.

#### **PROOF OF PURCHASE**

\*Please join one of the following proof of purchase with your claim:

- ▶ Invoice (from reseller, retailer, contractor or other) clearly identifying the Duchesne product purchased for the property.
- ▶ Confirmation letter from the contractor who installed the Duchesne products. Note that this document is not a proof of purchase, Duchesne reserves the right, in these circumstances, where the purchase at the retailer was not found, to refuse that proof.

Electronic versions (PDF) of the proof of purchase and pictures taken with any type of device, including mobile devices, are accepted. Any document that is illegible, incomplete, or otherwise presented in such a way as to make authentication impossible will be rejected.

#### **PICTURES**

\*Please use and join pictures, which clearly demonstrate the problem for which you are submitting a claim.

Also attach a picture of any given detail (product label, Duchesne product identification codes, etc.) in order to correctly identify the product related to the claim. This information will allow us to accelerate the processing time of your claim, but remains optional.

Please follow procedure below for pictures:

[How to take good and valid pictures procedure](#)

### PROOF OF PROPERTY

\*Please submit one of the following proof of ownership with your claim (the same name and address of the property must appear on the documents):

- ▶ Copy of the property tax bill for the current year or state of the mortgage.
- ▶ Copy of the transfer of the house such as the certificate or evaluation of the property.

Electronic versions (PDF) of the proof of purchase and pictures taken with any type of device, including mobile devices, are accepted. Any document that is illegible, incomplete, or otherwise presented in such a way as to make authentication impossible will be rejected.

### VINYL SAMPLES

\*Please provide a sample of the vinyl siding of a minimum length of 3 feet (1 m) for each wall where the problem related to the claim has been observed.

The origin of each sample must be legibly identified on the back of the sample (example: back wall). Also be sure to have the lot number on each sample taken. If it is not **engraved on the sample chosen**, please locate it on another panel and write it on the back of the sample.

Note that it is **important not to cut the sample chosen** to allow the reinstallation of the sample if required.

Please send the samples clearly identified as requested and well packaged to avoid shipping damage to the address below with your name and claim number (5-digit number provided by Duchesne when your claim application was submitted).

**Duchesne et Fils ltée**  
C/O Customer Service  
871, boul. Duchesne  
Yamachiche, Quebec  
G0X 3L0

The samples are necessary for the analysis of the claim and in this sense we will not be able to process your request without them. All samples will be returned if you ask us to send it back.

**Important:** Samples must be received by Duchesne within fifteen business days from the date the claim was submitted, failure to comply, the request will automatically be canceled.

**SAMPLE TO BE PROVIDED FOR NAILS, COLLATED NAILS, POLYETHYLENE FILM, REFLECTIVE INSULATION, ALUMINUM, WIRE MESH**

\*Please provide a sample of the product linked to the claim. This sample must demonstrate the problem observed.

Also provide the lot number of the product on the carton or on the product label. This information will allow us to accelerate the processing time of your claim but remains optional.

Please send the samples clearly identified as requested and well packaged to avoid shipping damage to the address below with your name and claim number (5-digit number provided by Duchesne when submitting your claim application).

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C/O Customer Service  
871, boul. Duchesne  
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G0X 3L0

Samples are necessary for analysis of the claim we will not be able to process your request without them. All samples will be returned upon request if you ask us to send it back.

**Important:** Samples must be received by Duchesne within fifteen business days from the date that the claim was submitted, failure to comply, the request will automatically be canceled.

**STEEL SAMPLE (installed)**

In order to avoid unnecessary damage to a building, it is not necessary to send us a sample of steel cladding when making your claim. After analysis of your request, we will contact you to obtain one if necessary.