



# Product Update

December 13, 2013

#P105FSR

Revision 01

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## **VT POLICY ON THE HANDLING OF CLAIMS**

Regarding initial investigating of product quality or installation claims, it is the responsibility of the distributor to investigate any problems, research the paperwork, try to determine cause, visit the jobsite if required, and offer possible solutions with VT having final approval on the best course of action.

If it appears that, in fact, there is a VT manufacturing issue at hand, the distributor may require assistance. Please contact the area VT sales representative to assist on a second jobsite inspection.

VT's technical development staff and/or regional managers will assist in determining the cause of the problems and possible remedies for said problems, including warranty liability, if any.

Claim liability on behalf of VT Industries will not be accepted until claims are approved and agreed upon by VT personnel.