

Dear Homeowner,

It has come to our attention that you are experiencing a problem with the vinyl siding installed on your home. In order to determine if the vinyl siding installed on your home was manufactured by Royal and to determine if the problem you are experiencing is a warranty issue according to the terms and conditions of the Royal warranty please read the contents of this package carefully. Please review your warranty so you are fully aware of the coverage provided.

**Summary of the Royal claim process:**

- Homeowner to fill out the Homeowner Product Investigation Report completely
- Homeowner to obtain samples required from the affected walls (see requirements page)
- Homeowner to take required pictures (see requirements page)
- **Homeowner to mark all required samples, pictures and paperwork with the homeowner's last name. Your claim and samples could be lost or misplaced without this reference.**
- Homeowner to courier all required samples, pictures and paperwork by traceable means to the following address:

Royal Building Products  
C/o Roytec Vinyl Co.  
91 Royal Group Crescent  
Woodbridge, On Canada  
L4H 1X9  
905-850-9700  
Attn: Quality Control

- Digital pictures can be sent to:
  - In the USA [rbpusaclaims@royalbuildingproducts.com](mailto:rbpusaclaims@royalbuildingproducts.com)
  - In Canada [rbpcanadaclaims@royalbuildingproducts.com](mailto:rbpcanadaclaims@royalbuildingproducts.com)(Please note the homeowner's last name on subject line.)
- Royal Quality Control will review and evaluate the claim (approx. 4 to 6 weeks)
- Royal Claims Department will assign a claim number and notify the Homeowner by mail of the results of the evaluation and indicate any further actions. If the claim is submitted by anyone other than the homeowner the results will be mailed to the homeowner and faxed to the person submitting the claim.

\*\*\*Please note that your claim will not be processed without all the requested information, in order to expedite the claims process, please read this claims package carefully before submitting your claim\*\*\*

\*\*\*Please use a courier capable of tracing your samples when submitting your claim. Royal Building Products will not be responsible for submissions that are lost prior to arriving at our facility.\*\*\*

**Incomplete claim packages will not be processed.**

### **Claim Requirements:**

The following are required to process **any claim** regardless of the complaint. Claims submitted without this information will **not be processed**.

1. Copy of the original homeowner warranty or bill of sale showing the date of installation, homeowner's name and address. If you purchased from a builder, please provide copies of original purchase documents showing the date of purchase, homeowner's name, address and builder's name.
2. Complete the Homeowner Product Investigation Report
3. Sample(s) from each wall affected. Samples need to show the worst of the problem. Investigation is based on the samples submitted. (next page list quantities of samples required)
4. Sample should be at least 3 feet with the nail hem intact.
5. **DO NOT CUT** the samples, if your claim is not justified you will not be able to put them back on your wall if they are cut.
6. Pictures must be taken of each affected wall(s) both near and far. Pictures should show where the samples were taken from and clearly show the problem. 35 mm pictures can be submitted with the samples and paperwork OR digital pictures can be e-mailed to the e-mail address indicated on the cover page of the claim package. Polaroid's will not be accepted

### **How to submit your claim:**

- Mark all samples with the homeowner's last name, and direction of the wall they were taken from. (north, south, east, west)
- Mark all pictures with the homeowner's last name, and direction of the wall they were taken from. (north, south, east, west)
- Include samples, 35 mm pictures, proof of warranty/ownership, and completed Homeowner Product Investigation Report in package being sent and clearly marked **Attn: QC Department**.
- E-mail digital pictures to the address indicated on the cover page of the claim package. Subject line should include the homeowner's last name.
- Please track your package before calling to check on your claim. Allow 4 to 6 weeks to evaluate claim.

**All samples will be returned for any claims that are not justified for all walls submitted.**

**Incomplete claim packages will not be processed.**

**Complaint definitions and other specific requirements:**

- Please note that warranty coverage applies to the original purchaser of the Royal Vinyl Siding or the second homeowner only if the transfer card from the original warranty was submitted when the property was sold.
- If you are the second homeowner since the Royal Vinyl Siding was installed, you will need to provide a copy of the Transfer of Warranty” card before this claim can be processed.
- Warranty is only transferable to the second homeowner.

**Excessive Fade: 1 sample from each wall affected is required.**

Vinyl siding undergoes a normal weathering process. The Royal warranty does **not** cover color change due to **normal weathering**.

Please be sure your siding does not need to be cleaned. (See page 12 of our Royal Installation Guide for cleaning suggestions, available on our website [www.royalbuildingproducts.com](http://www.royalbuildingproducts.com))

Claims will be evaluated using the ASTM color hold guidelines by wall. Only the submitted samples from the wall(s) with the color change that falls outside of the color hold guidelines will be considered for replacement.

**Panel Distortion: 2 samples from each wall affected are required.**

Panels that are nailed too tightly or panels that do not have the recommended room for expansion/contraction can cause panel distortion. **This is considered an installation problem** and is **not covered** by the Royal warranty. Check to see if the panels move freely from side to side; also check the areas around windows, doors and at corners to ensure expansion room is available. Approx. ¼” is required. Note that the maximum expansion of vinyl siding occurs at temperatures above 90 degrees Fahrenheit. (See our Royal Installation Guide for more information, available on our website [www.royalbuildingproducts.com](http://www.royalbuildingproducts.com))

**Color / Gloss Variation or Uneven Fading: 2 samples (one of each variation) from each wall affected are required.**

Please be sure your siding does not need to be cleaned. (See page 12 of our Royal Installation Guide for cleaning suggestions, available on our website [www.royalbuildingproducts.com](http://www.royalbuildingproducts.com))

Variation must occur on one wall that gets equal exposure to sunlight. If the variation is caused by some part of the wall being shaded or covered, it is not covered under the Royal warranty.

**Miscellaneous:**

If the problem you are experiencing is different than what is listed above, please provide 2 samples that clearly indicate the problem.

**Incomplete claim packages will not be processed.**

91 Royal Group Crescent  
Woodbridge, Ontario Canada L4H 1X9  
T 905.850.9700  
[royalbuildingproducts.com](http://royalbuildingproducts.com)

### **Tips and Frequently Asked Questions**

**Q-** Do I really need to send samples, can't I just send pictures or can a rep. come and investigate?

**A-** No the Royal warranty covers manufactures defect, and we require samples to test for such defects. The reps we have in the field are Sales Reps and do not have the equipment and are not qualified to determine manufactures defect.

**Q-** The fade is very noticeable; can't you just send out a rep to investigate instead of sending samples?

**A-** No the Royal warranty does not cover normal weathering. The samples need to be tested in our QC lab to determine the actual amount of color change. This is not a visual test and samples must be submitted.

**Q-** How long does this process take?

**A-** It should take 4 to 6 weeks to process your claim as long as you provide all the required information.

**Q-** Do I get my samples back?

**A-** If any part of your claim is not justified; ALL samples will be returned so you can put them back on your home. If your claim is justified your samples will not be returned.

**Q-** How do I cut the samples to send in?

**A-** **DONOT** cut any samples. Use the zip tool provided to remove the sample undamaged. If your claim is not justified, then you will need to re-install the sample on your home. If you cut the sample you will no longer be able to re-install the sample on you home.

**How to label your claim package to expedite the process and prevent items being lost or misplaced:**

Sample / Picture #1	Sample / Picture #2	Sample / Picture #3
Smith	Smith	Smith
South (front)	West (left side)	East (right side)
1 of 3	2 of 2	3 of 3

Submit digital pictures via email. Subject line should read: "**Smith**"

Clearly mark package being sent for evaluation "**Attn: QC Department**"

**Contact information:** All claim inquiries should be directed to the Royal Warranty Claims Department:

**Phone#** 1-800-387-2789      **Fax #** 1-866-274-5291  
[www.royalbuildingproducts.com](http://www.royalbuildingproducts.com)

**Incomplete claim packages will not be processed.**

# Royal Building Products - Homeowner Product Investigation Form

**Claim #** \_\_\_\_\_

(To be assigned once complete package is received by Royal)

**Do not submit claim without one of the following:**

- Copy of the Original Warranty or Transfer of Warranty Card
- Copy of the Original Bill of Sale (this must include your name, address & date of purchase/install)

Homeowner's Name: \_\_\_\_\_

Site Address: \_\_\_\_\_ City: \_\_\_\_\_

State/Prov.: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Day Time Phone: \_\_\_\_\_ e-mail address: \_\_\_\_\_

Mailing Address (if different from above): \_\_\_\_\_

Claim submitted by: \_\_\_\_\_ Day Time Phone: \_\_\_\_\_

e-mail address: \_\_\_\_\_ Fax #: \_\_\_\_\_

Nature of Complaint: \_\_\_\_\_ Date Installed: \_\_\_\_\_

Product Line: \_\_\_\_\_ Profile: \_\_\_\_\_ Color: \_\_\_\_\_

Total # of squares on home: \_\_\_\_\_ Total # of squares being requested: \_\_\_\_\_

**Walls being requested for replacement - Please check all that apply.**

\*\*\*note that samples and pictures must be submitted for each wall that you would like investigated.

North	<input type="checkbox"/>	Samples Submitted	Pictures Submitted	<input type="checkbox"/>	35 mm	or	<input type="checkbox"/>	digital
South	<input type="checkbox"/>	Samples Submitted	Pictures Submitted	<input type="checkbox"/>	35 mm	or	<input type="checkbox"/>	digital
East	<input type="checkbox"/>	Samples Submitted	Pictures Submitted	<input type="checkbox"/>	35 mm	or	<input type="checkbox"/>	digital
West	<input type="checkbox"/>	Samples Submitted	Pictures Submitted	<input type="checkbox"/>	35 mm	or	<input type="checkbox"/>	digital
Other	<input type="checkbox"/>	Samples Submitted	Pictures Submitted	<input type="checkbox"/>	35 mm	or	<input type="checkbox"/>	digital
(specify) _____								

Date pictures were e-mailed: \_\_\_\_\_ E-mail subject line: \_\_\_\_\_

Total # of samples submitted: \_\_\_\_\_ Total # of pictures submitted: \_\_\_\_\_

Original Applicator or Builder's Name: \_\_\_\_\_

Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

Royal distributor that siding was purchased: \_\_\_\_\_ Branch: \_\_\_\_\_

\*\*The above information is essential in the filing and processing of your claim. All information must be completed to the best of your knowledge.

\*\*Royal Building Products reserves the right to make an inspection of your home, if warranted, at any time, to verify the usage of our products.

\*\*Royal Building Products reserves the right to pursue legal action on fraudulent claims

**I certify that all of the above information is true and accurate to the best of my knowledge.**

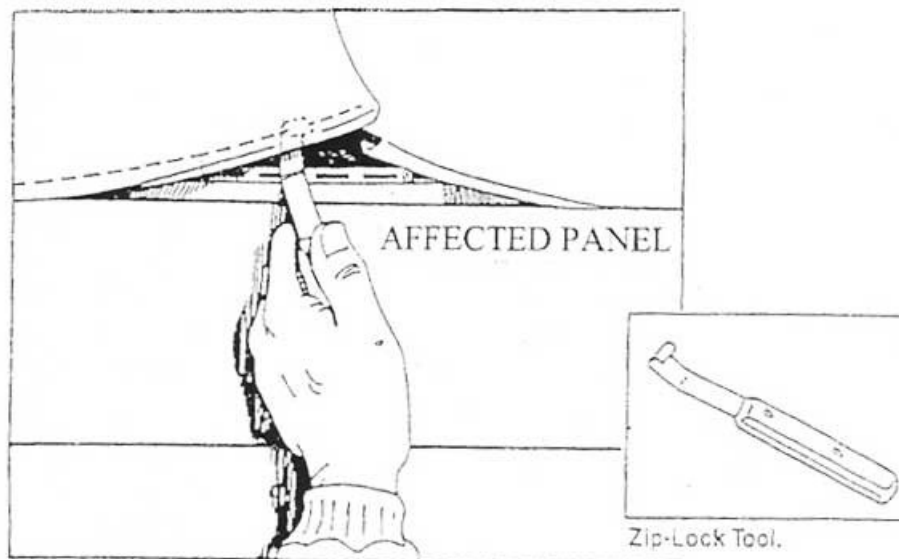
\_\_\_\_\_  
Homeowner Signature

\_\_\_\_\_  
Date

## **IMPORTANT**

**DO NOT** cut the samples; they will need to be re-installed on your home if your claim is not justified. Smaller pieces can usually be found at the corners of your house. Instructions and a "Zip Tool" for removing your siding have been enclosed. Do not send a sample longer than 6 feet in length. If your claim is denied, your samples will be returned to you.

### **REMOVAL OF SIDING**



### **Please follow the instructions carefully:**

- 1) Locate and begin at an overlap seam above the panel you wish to remove.
- 2) Insert zip tool (enclosed) under the panel.
- 3) Slide the zip tool along the edge with a slight downward and outward pull. This will disengage the Jock and expose the nail hem of the panel to be removed.
- 4) Carefully remove the nails from the sample panel and take it from the wall. At this point you may wish to place a temporary panel or covering in this area as Royal Building Products is not responsible for damage done to walls that are not covered when sample is removed.

### **To install the temporary panel or to reinstall the original panel when returned to you:**

- 1) Nail the panel back into place, selecting the center of the slots for your nails.
- 2) Engage the lock by gently pulling on the panel above the sample and pop the locks together.