t&a_logo_black

SUBMIT FORM TO CLAIMSUPPORT@TASUPPLY.COM

**Independent Inspection Agreement**

**As a service to our valued partners, T&A Supply Co. provides independent inspection professionals to inspect and research customer concerns related to material integrity. For the benefit of all potential parties involved, T&A Supply Co. does not provide inspections for vendors that are no longer connected within the T&A Supply Co. network. T&A Supply Co. will work with the customer in facilitating direct communication with the manufacturer in these cases for a resolution to any unresolved material questions or concerns.**

**T&A Supply wants to ensure that we continue to provide the highest quality of service to our business partners. Currently we refer only Certified Inspectors to review end user complaints. An independent inspector is independent of T&A Supply, the manufacturer, and the dealer. T&A Supply Co. will only issue one (1) inspection per claim. In the event that either the retail dealer or T&A Supply Co. request an inspection to be performed, the results of the inspection will be final and agreed upon by all parties. Manufacturers will not accept multiple inspection reports.**

**When the results from the inspection are provided and the conclusion is manufacturing related, the manufacturer will be responsible for inspection related costs. If these results are not found to be manufacturing related, the retailer will be responsible for the inspection related costs. It’s the retail dealer’s responsibility to view the complaint prior to contacting T&A Supply Co. and requesting an independent inspection. The retailer will assume responsibility for communicating all potential costs to their customers and/or installation professionals. T&A Supply Co. will bill the retailer for the inspection if found not to be manufacturer related.**

**Expediting a resolution to all customer product claims is a priority, and our goal is to provide our customers with complete facts surrounding material performance questions, and minimize any inconvenience to all parties involved.**

**The authorization to proceed, and agreement with the terms and conditions outlined above, must be signed and returned to T&A Supply Co. prior to any inspection being ordered.**

**Your business is important to us, and it is very important for us to respond to any customer concerns expediently and efficiently. We believe this will assist all parties in bringing a resolution to these important issues.**

**\*Vendor Claim Number\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\*T&A Claim Number-**

**\*Customer Account #**

**\*Customer Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_**