



H.B. Fuller Construction Adhesives Warranty Claims Process

DATE

August 2022

H.B. Fuller Construction Adhesives (HBF-CA) sells its products subject to limited warranty terms and other conditions of sale. In order to quickly and effectively service our customer's technical needs, HBF-CA has a dedicated Technical Support Hotline to answer technical questions. In addition to providing technical support, HBF-CA's technical support team also manages the product claims process. In order to file a claim with HBF-CA, the Customer must contact the Technical Support Hotline at 1-800-832-9023.

The Customer must notify HBF-CA, in writing, before the expiration of the limited warranty period, and provide proof of purchase of the product which is alleged to be defective. Owner must provide HBF-CA a reasonable opportunity to review and investigate the alleged defect. Any actions prior to HBF-CA investigation will be the financial responsibility of the party that authorized the actions. If it is determined after the investigation that a claim is not valid, the Owner may be billed the amount incurred by HBF-CA in investigating the claim.

1. HBF-CA must be notified of any alleged defects as soon as the defect is discovered within the warranty period. To do this, contact Technical Support Hotline by calling 1-800-832-9023 to obtain and submit a completed Product Investigation Report (PIR).
2. Once the PIR has been received by the Technical Support Hotline, a claim will be opened and confirmation of a claim number will be sent within one business day.
3. Within two business days of a claim being opened, the Technical Support Hotline will review the claim and will either:
 - a. Respond with investigation results
 - b. Request additional information
 - i. Additional information requested may include but is not limited to: purchase receipts, product packaging, jobsite information, samples for testing, a site visit, etc.
4. Most claim investigations will be responded to within 3 business days. There may be instances where investigations will take longer depending on the job, technical involvement, and size of the claim. Upon the completion of the investigation, the Owner will be contacted with:
 - a. Offer of resolution, or
 - b. Denial of claim

HBF-CA reserves the right to change the process set forth in this document at any time, with or without prior notice.

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