

James Hardie Building Products Inc.  
10901 Elm Avenue  
Fontana, CA 92337  
ATTENTION: Claims Department

(866) 375-8603  
Fax # (909) 356-7442

[claims.administration@jameshardie.com](mailto:claims.administration@jameshardie.com)

## WARRANTY CLAIM INFORMATION FORM

Please complete the questions below and send to the address above with the following required documentation:

1. **Proof of property ownership** indicating you are the current and original owner or first transferee (documentation from the City or County showing the chain of custody of the home since purchase and installation of the James Hardie siding)
2. **Documentation confirming James Hardie siding (and ColorPlus finish if applicable).**
3. **Photographs** (See P.2 Instruction Sheet)

Until all of the above are received with the completed form, your claim cannot begin the review process. We will make every effort to respond back to you in a timely manner once we have received your **completed claim form and required documentation.** **Please contact Claims Administration with any questions at (866) 375-8603.**

Legal Claimant:

Site Address:

City:

State/Province:

Zip Code:

Mailing Address (If different from above):

Home Phone:

Work Phone:

Cell Phone:

Fax:

Email Address:

Product Type:

Texture:

Reveal:

Color:

ColorPlus:

Primed:

Date Purchased

Production Codes: Type of

# of Pieces Affected

Date Installed:

Type of Project: New Construction/Remodel

Type of Residence: Single Family/ Multi-Family/ Commercial Date Home Purchased:

Builder/Contractor/Installer:

Phone:

Product Supplier/Dealer

Phone:

**Explain Concern:**

**I (we) state that the above referenced statements are true and correct to the best of my/our knowledge.**

***Signature:***

**Date:**

**Return claim form to Claims Department with the following: (Please note this form alone will not serve as a claim)**

- **Proof of property ownership** indicating you are the original owner or the first transferee since the purchase and install.
- **Documentation** confirming James Hardie siding (and ColorPlus finish if applicable)
- **Photographs** which illustrate your concerns



These are examples of the photos needed to submit with your claim. **Please include full elevation shots of the front and all sides of your house, followed by photos of the areas of concern.** Also provide photos of rooflines, decks and vents. Notice from the examples that the photos are close-up but show a larger area than what is affected. (Do not take photos closer than 6 inches) Take photos of every elevation in a clockwise motion: front, right, back, left. If an elevation is not affected, please provide one photo of it so that all together a full view of the home is received.

