



## Homeowner's Guide: Sending Flooring Samples

itel's scientific, objective analysis helps the homeowner and adjusters arrive at a fair settlement price. The process uses precise physical specifications and currently available flooring styles to identify comparable flooring. Using itel is easy and fast, with results returned in as little as one business day.

### Step 1: Collect the Flooring Sample

**\*\*\*Read all directions before removing flooring.** *Keep safety in mind when collecting samples. Be cautious around sharp tools and edges; always wear safety gloves and eye protection. If you have safety concerns, consider asking a contractor to collect a sample for you.*

itel determines 'Like Kind and Quality' flooring styles based on specifications from the original product. For the most accurate results, collect the cleanest, least damaged, and least worn sample. Corners of rooms and closets are ideal places to collect flooring samples, as they tend to experience less traffic and wear.

### Guidelines for Collecting Floor Samples

- **Carpet:** Cut a **10" x 10"** or larger sample of the carpet. A sample of the pad can also be collected when cutting the carpet sample.
- **Vinyl:** Cut a **2" x 2"** or larger piece of flooring. If the sample is a vinyl tile, a complete tile can be sent. Place the vinyl sample in a small plastic bag.
- **Laminate and Wood:** A full-width and thickness of the plank (including the tongue and groove) and **10" of length** is requested for wood and laminate flooring. An uninstalled piece from the original installation can be sent and is the easiest to collect. For glueless, snap-together flooring, you may be able to lift an entire piece from the floor by removing the baseboard at the intersection of two walls.
  - If the wood flooring is glued or nailed down, follow the glueless procedures. The first board pulled up may break apart, but additional boards will be easier to remove.

### Need help?

itel's Customer Experience Team is available Monday - Friday, 8:00 AM to 9:00 PM

Eastern Time at 800-890-4835. You can also e-mail us at [customerservice@itelinc.com](mailto:customerservice@itelinc.com).

**\*PLEASE NOTE: The itel Customer Experience Team is unable to advise on Sample Removal outside of providing this document.**



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## Step 2: Fill out the "Homeowner's Test Request Form"

\*\*\*Complete the Test Request Form. All information is required except where noted.

1. List your information
2. List insurance company information
3. Check appropriate box for enclosed sample.
4. For billing, check the box if you are paying by check or credit card.

The form includes sections for: Homeowner's Name, City, State, and Zip Code, Phone Number, E-mail Address, Insurance Company (if flooring is part of an insurance claim), Claim Number, Adjuster Name, Adjuster Phone Number, Adjuster E-mail Address, Sample Enclosed (Flooring, Pad or Underlayment), Test Fees (per flooring sample), Sample Shipping Fees (Flat Label), Billing (check one), and a section for questions.

\*\*\*NOTE: If paying by credit card, do not include your card number—an itel representative will call for payment details.

\*Your form may be slightly different.

## Step 3: Ship the Sample Using the Pre-Addressed UPS® Label

\*\*\*Need a shipping label? Download a shipping label at [itelinc.com](http://itelinc.com). There is no need to pre-pay the shipping when using the ITEL shipping label.

The top part of the peel-and-stick label should be placed on the envelope.

If you have downloaded the label, you will need to tape the label to your package using clear packing tape.



The bottom part is your return receipt. It includes the UPS tracking number and should be kept for your records.

Downloaded labels don't generate a receipt; keep a copy of your tracking number.

## Send the Sample

- If the sample is wet, place the form in a ziploc-like bag.
- Use a sturdy envelope or box, attach the label, and seal the package.
- Free Express Pak envelopes are available at UPS Stores®.
- Drop off at a UPS drop box or UPS Store (locations: [www.ups.com/dropoff](http://www.ups.com/dropoff)).

**If using your own shipping, send to:**  
itel Laboratories  
6676 Corporate Center Pkwy, Suite 107  
Jacksonville, FL 32216

The itel report is sent to your adjuster the next business day after we receive the sample. For questions about your claim or results, contact your adjuster. For assistance, call 800-890-ITEL (4835) (Mon-Fri, 8 AM-9 PM ET) or email [customerservice@itelinc.com](mailto:customerservice@itelinc.com).



6676 Corporate Center Pky Suite 107  
 Jacksonville, FL 32216  
 Phone: 800-890-ITEL (4835)  
 www.itelinc.com

# Homeowners's Flooring Test Request Form



**BEFORE SENDING MAKE SURE YOU...**

- Enclose form in a sealed plastic bag if the sample is wet.
- Read the enclosed instructions for collecting the sample.
- Send the cleanest, least-damaged sample possible.

Today's Date: \_\_\_\_\_

Date Damage Occurred : \_\_\_\_\_

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

City, State, and Zip Code: \_\_\_\_\_  
*(damaged house)*

Phone Number: \_\_\_\_\_

E-mail Address : \_\_\_\_\_

Insurance Company (Complete if your flooring is part of an insurance claim)

Insurance Company: \_\_\_\_\_

Claim Number: \_\_\_\_\_

Adjuster Name: \_\_\_\_\_

Adjuster Phone Number: \_\_\_\_\_

Adjuster E-mail Address: \_\_\_\_\_

**Sample Enclosed (Include one form per flooring sample):**

Flooring  
 Description: \_\_\_\_\_

Pad or Underlayment *(free test when sent with flooring)*  
 Description: \_\_\_\_\_

**GUIDELINES:**

- Send the cleanest, least damaged sample possible.
- Corners and closets are often in better condition than high-traffic areas.
- Include one form for each flooring sample.
- Note pad on the same form as the corresponding flooring sample.
- Carpet: 10" x 10"; pad 6" x 6" | Sheet / tile vinyl: at least 2" x 2" | Laminate, wood, and vinyl plank: full width and 10" of length | Tile and stone: 6" x 6", or full tile if smaller.

Test Fees (per flooring sample)			Billing (check one):	For security, do not include your credit card number on this form.
Type	Carpet, Wood, Laminate, Vinyl	Ceramic or Stone Tile		
Test Fee	\$77.00	\$176.00		
Sample Shipping Fees (itel Label)			<input type="checkbox"/> <b>Insurance:</b> Check this box only if your adjuster instructed you to send a sample as part of your insurance claim. The " <b>Insurance Company</b> " section above must be completed. The test results and invoice will be sent to your adjuster.	<i>Checks should be payable to itel Laboratories, Inc.</i>
Type	2nd Day	Next Day		
Shipping Fee	\$21.60	\$31.55		
<i>Fees updated 04/2026.            Call 800-890-4835 or email customerservice@itelinc.com for current fees.</i>				

**QUESTIONS?** Please contact our Customer Experience team at 800-890-ITEL (4835) or customerservice@itelinc.com.