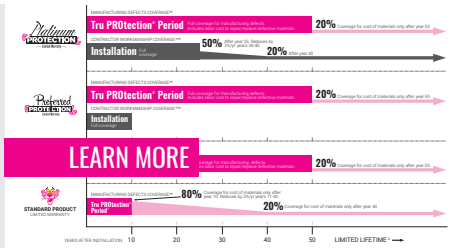
WARRANTY CLAIMS GUIDE

WARRANTY 101

Understanding what is covered

Before even opening a claim it's important to know what is covered under the warranty.* Coverage can vary based on whether there is a standard or extended warranty associated with the roof and when the roof was installed.





DO I NEED TO START A CLAIM?

If a verified Owens Corning Roofing and Asphalt, LLC ("Owens Corning") roof has recently been installed or has been installed for years, and you suspect there to be a condition that is covered by the warranty terms during the warranty period, a claim should be opened. Some examples could be granule loss, blistering, buckling, cracking, blow off, shading issues, or delamination.

OPENING A CLAIM

To open a claim please visit www.owenscorning.com or call 1-800-ROOFING (766-3464).

Please verify that the homeowner is the original owner (or that a transfer has been completed) and that Owens Corning material is installed on the roof.

Required information to begin the claim: homeowner's name, property address, mailing address, phone number, email address, shingle type, shingle color, square count, install date, and problem.





YOUR WARRANTY CLAIMS CHECKLIST

There are items **REQUIRED** for the claims process to proceed.

- Photos (see requirements)
- 2 full-size shingle samples from the affected area
- Proof of Ownership (tax bill from install year or copy of deed)
- Proof of Purchase (see requirements)
  (original installer contract or original invoice from the material supplier)

PHASES OF THE WARRANTY CLAIMS PROCESS

Data Gathering – All required information should be sent to ocqs@owenscorning.com and it will be added to the claim file; a Resolution Specialist is assigned to handle your claim based on region.

Lab Review – The Owens Corning technical lab will review all the information submitted for the claim to verify if there is a condition that is covered by warranty terms.

Determination – The claim determination will be delivered by letter and/or a phone call from the Resolution Specialist.





THE DETERMINATION HAS BEEN MADE - NOW WHAT?

If a claim is **APPROVED,** either a voucher or credit will be issued for the materials. If labor is also covered under the warranty, a check will be issued. If a claim is **DENIED,** the homeowner will be notified by e-mail and mail from the Resolution Specialist.

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* See actual warranty for complete details, limitations and requirements. THE PINK PANTHER™ & © 1964–2025 Metro-Goldwyn-Mayer Studios Inc. All Rights Reserved. © 2025 Owens Corning. All Rights Reserved.