

Thank you for helping us to identify our wood species. We need to resolve the differences between the ITEL report and the box of wood stored in our garage that is the same wood on the floor. It does not appear to be Acacia and the box is marked walnut.

We need a replacement cost for the floors to include cost, tax, and shipping charges or the cost at a retail outlet.

The ITEL report lists our name, claim number, and loss information and the fact that they could not match the floors. Our local contractors say the floor is walnut. We took pictures of the flooring in the box, installed before water damage, after water damage, uninstalled front and back.

The ITEL report is attached.

Any assistance you can provide will be helpful.

Sincerely,

Alan & Sharon Armstrong



The Science of Fair Settlement™

6745 Philips Industrial Blvd.
Jacksonville, FL 32256
Phone: (800) 890-4835
www.itelinc.com

Attn: ? ITEL REPORT
To: USAA
Fax#: (800) 531-8669

From: ITEL Customer Service Dept.
Email: customerservice@itelinc.com
Fax#: 904-363-2379

WOOD PRICE EVALUATION

CUSTOMER INFORMATION

Customer:	USAA/Tampa/SE Region, FL	Control #:	WXS6223695	Additional:	DMA Claims
Cust ID:	USAA0047	Date Received:	1/12/2018	Vendor Job#:	
Adjuster:	Ron Connor	Date Invoiced:	1/12/2018	Contact:	Paul Moye, pmoye@davidmorse.com
Comments:					

INSURED INFORMATION

Claim #:	004165409-022	Loss Date:	
Insured Name:	Alan Armstrong	Rooms Damaged:	LR/DR
City, State, Zip:	Russellville, KY 42276	Flooring Color:	
Comments:			

ITEL BENCHMARK

Manufacturer	Style	Width (inches)	Length	SqFt/Carton
Nova	Elemental World	4.80 in	1-3'	23.25
Comments: The overall width of the selection (s) listed may vary slightly from the sample tested. /				

ITEL BENCHMARK PRICE ANALYSIS **

Per Sq Ft:	Wood: \$8.51	Flooring Labor: \$0.00	Underlayment: \$0.00	Underlayment Labor: \$0.00	Total: \$8.51
** Excludes tax. Minimum shipping or drop charges may apply.					
Comments:					

WOOD ANALYSIS

Product Form (Construction):	Solid	Species:	Acacia
Board Thickness:	0.700 in	Veneer Thickness:	N/A
Cut:	Plain Sawn	Veneer Cut:	N/A
Locking Type:	Tongue & Groove	Surface Finish:	Factory
Plies:	N/A	Ply Composition:	N/A
Visual:	Plank		
Width:	4.88 in		
Comments:			

UNDERLAYMENT ANALYSIS

Underlayment Type:	Underlayment Thickness
Comments:	

ADDITIONAL COMMENTS

SEE NEXT PAGE FOR FLOORING MATCH REPORT



The Science of Fair Settlement

**WOOD MATCH
EVALUATION****CONTROL #: WXS6223695****Attn:** ? ITEL REPORT
Co: USAA**From:** ITEL Laboratories, Inc.
Ph: 800-890-4835
customerservice@itelinc.com**CLAIM#: 004165409-022****CUSTOMER INFO****Customer:** USAA **Cust. ID:** USAA0047**Adjuster:** Ron Connor**Additional:** DMA Claims**Vendor Job#:****Contact:** Paul Moyer**E-mail:** pmoyer@davidmorse.com**Date Invoiced:** 1/12/2018**Date Received:** 1/12/2018**LOSS INFO****Insured Name:** Alan Armstrong**Claim #:** 004165409-022**Loss Location:** Russellville, KY 42276**Area Damaged:** LR/DR**Loss Date:****WOOD MATCH RESULT**

Matching products were not found













