



Boise Cascade

Claim Guidelines

Boise Cascade products are manufactured to assure satisfactory performance of specific end use applications. Should you receive a delivery of wood products which fails to meet end use requirements, Boise Cascade will act responsibly to resolve any problems that arise from delivery of wood products that is below its standards.

Prior to any claim being given consideration, it must be determined that the cause and responsibility for the complaint lies with Boise Cascade's product. If you suspect that you have received a defective product, contact your Boise Cascade representative as soon as possible.

Please provide:

1. Order number
2. Type of product (plywood, lumber, engineered wood, particleboard)
3. Description of problem
4. Amount affected
5. Amount installed or fabricated
6. Applied date if applicable
7. When problem was noticed
8. Complainant Info:
 - a. Contact name
 - b. Address
 - c. Phone number
9. Photos
 - a. Showing problem
 - b. Production stamp