



Name: _____

Date: _____

Job: _____

WARRANTY PROCEDURES

Homeowners – Please read the following warranty procedures carefully. These procedures are utilized to ensure the highest level of quality service. By signing this, you understand and agree to follow all of Building Company Number 7's warranty procedures.

Warranty:

I have received a copy of Building Company Number 7's bonded warranty. I understand that after closing Building Company Number 7 is not responsible for the following; YARDS (grading, grass, shrubs, watering), GROUT (maintenance of grout is required so it does not chip & crack), PAINT (we will not touch up paint after closing), CAULKING (which is a maintenance issue), MOTHER NATURE (we are not responsible for the acts of Mother Nature that may damage your home or flood your crawlspace) and any other COSMETIC or Maintenance items. ***BCN7's warranty is for repairs of defective items only.*** If you have any questions about what is covered under your warranty, please contact the Office.

30-day Follow-up Appointment:

Once you move into your new home, you may find a few items that need attention. Doors that need adjustment, cable/phone jacks that are not working properly, etc. We ask that you keep a list of non-emergency items that need repairs. After your first 30 days, you must submit the Work Request in writing to Building Company Number 7. Within 5 business days a representative will contact you to set up the appointment time. (Please review the Cancellation Policy below) The Homeowner must be present the entire time and will be required to sign off on completed work. ***After the 30-day follow-up is performed Building Company Number 7 will address any other non-emergency items at the Year-End Warranty Review. We will not address non-emergency items in between appointments.*** A service charge may apply if items are found to be caused by homeowner's damage/neglect not defect.

One Year Anniversary Warranty Review:

Year-End Review, you must submit the Work Request in writing to Building Company Number 7 at least two weeks prior to your one year anniversary date listed below. Within five business days a representative will contact you to set up the appointment time. The Homeowner must be present the entire time and will be required to sign off on the completed work. The One Year Builder's Warranty expiration date is _____. (Please note that the homeowner is responsible for getting the Work Request to Building Company Number 7 prior to the expiration of the One Year Warranty. Work Request submitted after expiration date may not be accepted.)

Warranty Final Review:

Warranty Final Review, you must submit the Work Request in writing to Building Company Number 7 at least two weeks prior to your warranty expiration date listed below. Within five business days a representative will contact you to set up the appointment time. The Homeowner must be present the entire time and will be required to sign off on the completed work. **At this time the Warranty will be over.** Your Warranty’s expiration date is _____. (Please note that the homeowner is responsible for getting the Work Request to Building Company Number 7 prior to the expiration of the Warranty. Work Request submitted after expiration date may not be accepted.)

Cancellation Policy:

Building Company Number 7 schedules appointment times to try and please homeowners, subcontractors and employees. Therefore we require a 48-hour cancellation notice. Appointments canceled after that time will be considered a “missed” appointment. After two “missed” appointments, your warranty will either (i) be fulfilled at the One Year Review or (ii) will be considered completed if that was your Warranty Final Review.

Past Due Appointments & Unresponsiveness:

It is important to Building Company Number 7 that we receive and get your list scheduled in a timely manner. Therefore, 30-day warranty lists are for items found to be defective within the first 30 days of your home. List received after 60 days will be kept on file to be performed at your One Year Review. For year-end reviews, warranty lists received after 14 days may not be accepted. Building Company Number 7 will attempt to contact you to schedule your appointment three times. After the third attempt with no response from the homeowner, Building Company Number 7 will consider the appointment “closed”. The list will be kept on file. If it is for the Warranty Final review, the warranty will be “closed” and all work considered done and satisfactory to the homeowner. All attempted calls/emails will be logged in homeowners file.

Important Items:

- If you have an emergency, such as major plumbing problems, Heat/Air problems or roof leak please contact Building Company Number 7 and subcontractor immediately.
- If items submitted for service are not covered, you will receive a certified letter with an explanation
- A service charge may be billed to the homeowner if items are found to be caused by homeowner’s damage not defect

Buyer

Buyer

*** BY SIGNING THE WARRANTY PROCEDURES, BOTH THE CUSTOMER & BUILDING COMPANY NUMBER 7 CONSIDER THE HOME TO BE COMPLETE & TO THE CUSTOMERS SATIFICATION. IT ALSO CONSTITUTES ACCEPTANCE OF DIMENSIONS, MATERIALS, COLORS, AND/OR PRODUCTS USED IN CONSTRUCTION PROCESS AND THAT NOTHING ELSE IS LACKING CONCERNING SIZE, SHAPE, MATERIALS, PRODUCTS, COLORS, PLANS, AND SPECIFICATIONS, SITE CONDITIONS, PRESENT OR FUTURE***