



6 MONTH/ 1 YEAR SERVICE

WARRANTY SERVICE:

Ball Homes provides scheduled warranty services for non-emergency items at 6 months and again at 1 year after the closing date. To request this service, please complete the front and back of the following form and submit it to the office prior to your 6 month and 1 year closing anniversaries. Please complete the form twice, once at the 6 month interval and again at the 1 year. Please note that the warranty service is provided on a homeowner request basis only; we do not contact the homeowner to obtain a list.

WARRANTY COVERAGE AND EXCLUSIONS:

Please understand that the warranty service is for warranty items only, as specified in the 2-10 Warranty. The service does not cover personal home maintenance issues (such as filters, light bulbs, etc.) or personal property damage. **It also does not cover any scratches, chips, or other damage to finished surfaces such as fireplace marble, wood, tile or vinyl flooring, vanity tops, kitchen countertops, cabinets, doors, tubs, mirrors, and showers that were inspected at the final walk through and found to be satisfactory. We will refer to the Moving-in Agreement for any pre-existing defects or damages which were noted at the final walk-through, and any such damages not identified at the walk-through must be treated as personal property damage occurring after the closing, and therefore are not covered by warranty.** For ceramic tile that cracks during the first year after closing, a one-time replacement is offered within that one-year period.

Please remember that we provide an entirely different service, a one-time drywall touch-up, at any one time within three years after the closing date. Therefore, **please do not put any drywall issues or nail pops on the 6 month or 1 year lists unless you wish to utilize that one-time service call early.**

SUBMITTING A 6 MONTH OR 1 YEAR LIST:

In order to schedule service during the appropriate time frame, and to preserve the homeowner's rights under warranty, we request that the 6 month and 1 year lists be submitted prior to the six month and one year anniversaries. In many cases, the warranties on the home are also backed by our contractors and suppliers, and requests must be received before the warranty period has expired in order to assure coverage. Please sign and date the provided list and submit it to our mailing address, fax number, or email address as listed at the bottom of the form. Separate sheets may be attached as needed, but please do make sure to send in the provided form along with any additional sheets.

SCHEDULING:

Once the form has been submitted, please allow up to **2 weeks** for Ball Homes to make contact and schedule an appointment with our technician supervisor. In the initial meeting, the supervisor will review the list with the homeowner and schedule an appointment for a crew to come and complete the warranty repairs.

Thank you for your attention, punctuality, and understanding as we work with you on your new home. We hope you have enjoyed your experience and know that we strive to provide our best service for you.

Homeowner signature: _____ Date: _____

