



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. The following documents are provided to request this service, in the form of a 6 Month and 1 Year list. Please complete the appropriate form prior to your 6 month and 1 year closing anniversaries. Please submit the 1 Year list at eleven months to preserve your warranty rights under manufacturer warranties, which have strict time limits. This allows us time process your requests and identify items that require manufacturer participation and notify the manufacturer. Please note that the warranty service is provided on a homeowner request basis only. We do not contact the homeowner to obtain a list.

For any HVAC concerns, please contact our office immediately, rather than including on a 6 month or 1 year list. For appliance concerns, please contact the appliance vendor directly, rather than including those items on a 6 Month or 1 Year list. Please note that cosmetic issues with appliances are only covered by the vendor for 30 days.

WARRANTY COVERAGE AND EXCLUSIONS:

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. Sod is not covered by warranty, unless otherwise noted on the Moving-in Agreement.

We recommend that drywall items be submitted on the 1 Year list, to allow time for normal settlement of the home. Drywall is covered as described in the 2-10 Warranty booklet and for deficiencies, Ball Homes will repair and touch up paint to match as closely as possible, one time only.

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, the 6 Month and 1 Year lists should be submitted prior to the six month and one year anniversaries. Please sign and date the provided list and submit it to our mailing address 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 submitted, please allow up to **2 weeks** for Ball Homes to contact you to 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. Warranty service is performed during business hours only.

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 Date

Homeowner Date

