

Laird Group

Section B – Warranty Procedures

Welcome to Customer Care and Warranty Service!

At Laird Group, we're proud of the homes we build for you and we look forward to working with you to ensure that you enjoy your home today, and for years to come. The purpose of this Section B to the Homeowner Manual is to introduce you to our Customer Care Program. This document will explain our program and will show you how to obtain fast and effective Customer Care.

Customer Care Hours

Monday – Friday, 8:00 AM to 4:30 PM (Closed on all legal holidays)

Customer Care will make normal calls during the above-mentioned hours. Customer Care, or our trade contractors, will not enter a home without the owner or an adult representative of the homeowner present. (Unless otherwise approved, in writing, by the homeowner.) In addition, Customer Care will never enter a home if children are present without adult supervision.

Homeowner's Association (HOA)

Your home and community may be a part of a Homeowners Association. Homeowners Associations, or HOA's, are made up of homeowners - like you - from your community. HOA's vary but generally they are in charge of setting the guidelines, or covenants, of the community. They also hire the management company to care for any common areas - like pools, parks or tennis courts.

If you belong to an HOA, you'll be contacted in the near future about your next HOA meeting. Make plans to attend, it's a chance for you to get involved in your community!

Determining If You Need Customer Care

During the first year there are specific procedures for having items reviewed and adjusted. Items that are covered under the Limited Warranty are defined and explained in Section C of the Homeowner Manual. If you believe your home needs service from Customer Care, take a moment to review this document. It explains our obligation to you and your home. Please review these guidelines prior to making any requests for Customer Care.

Obtaining Service From Customer Care – Procedures

We have created a comprehensive Customer Care Program that utilizes pre-determined visits, individual requests for Customer Care by the Homeowner, and specific procedures for Emergency Service. They are outlined below.

During the first year that you are in your home, we will offer Customer Care at the following times:

The Home Orientation Form – At your Home Orientation, we may have created a list of items that needed our attention. Generally, we are able to have these items taken care of before you move in. However, due to material and labor shortages, sometimes these items carry past your close date. If this happens, we will have them taken care of within 30 days after closing. **Please Note: We are responsible to complete only the items on the list. Please do not create a separate list for us. Any items that you find after your Home Orientation should be written down and saved for your 60-Day Customer Care Visit, which is outlined below.**

Home Performance Checklist – Approximately 30 days after closing, you will meet with our Warranty Technician to review the major systems in your home (See Sample 30- day Check List on Page 7 of this Section.). He will review information from your Home Orientation and also answer any questions that you may have. He will **not** go over, or attend to any lists that you may have put together. Again, that will occur at the 60-Day visit.

60-Day Customer Care Visit –We suggest that you live in your home for about 60 days (2 months) before requesting any normal warranty service. This gives you time to settle in, getting a feel for your home and how it operates. It also

allows us to streamline our Customer Care program, reducing the amount of visits to your home and also reducing any inconvenience to you. During the period before the visit, write down any items you would like us to look at when we arrive and mail or fax this list to us so we can set the appointment with you.

At this visit, we will answer any questions that you may have and will review the items on your list, if any. If there are adjustments that need to be performed, we will try to do them while we are there. If the job requires a sub-contractor, Customer Care will make arrangements and set a time for this to occur.

11-Month Visit – Near the end of your 1-year warranty on workmanship and materials, we ask that you submit a year-end report. If you have any items, we will come by for a final visit to have them addressed. In addition, we will also answer any questions that you may have about the rest of your home's warranty.

Generally, it is best to have Customer Care work performed at the above-mentioned times. Primarily, for three important reasons: First, it allows you to schedule Customer Care visits in advance and plan for them accordingly. Second, between the pre-determined visits, you can make a list of any items that need attention and know that they will be taken care of quickly, with a minimum amount of inconvenience to you. And third, because we schedule for these visits, we'll be better prepared to meet your needs and work more efficiently with you.

However, if you feel that Customer Care is needed outside the pre-determined dates, you may submit a request any time during your Warranty Period. But, please be aware that in accordance with the terms of the Builder's Limited Warranty, **ALL** requests for Customer Care must be submitted, in writing, and mailed or faxed to our main office. We **WILL NOT** accept any verbal requests for non-emergency Customer Care.

Submitting Customer Care Requests

You will need to use our company web site for all warranty work. Our web address is LairdGroupHomesDenver.com. Follow the warranty link to submit your request. You can a

Please allow adequate time for the processing of your request. Once we receive the request and determine that the item(s) is warrantable, an appointment will

be scheduled to inspect and review the customer request. If the item(s) in question can be repaired during this visit, it will. However, if an outside sub-contractor or vendor needs to get involved, Customer Care will manage the process and coordinate with the homeowner and the vendor to get the work completed. Generally, Customer Care strives to have all work completed within 30 days.

Due to the nature of the fluctuation in the work force, our outside vendors and sub-contractors sometimes cannot make scheduled appointments during the hours of 8 AM to 4:00 PM. Because of this, we sometimes allow our vendors to schedule Customer Care visits prior to the start of the workday. **But only if it is convenient for you.** If this happens, we appreciate your cooperation in order to complete the outstanding issues.

No Verbal Agreements

A very important note: For your protection, **do not rely on any verbal agreements** from a vendor or a member of our Customer Care team. **Always get everything in writing!** Additionally, it is important that you speak only with Customer Care about warranty service, as they are the only ones who can approve and expedite service.

Asking your sales associate, superintendent or a subcontractor may actually hinder the process, causing delays in getting your issues resolved.

Completing Customer Care

Once the warranty item has been completed, you will be required to sign and date the work order form. This will be our confirmation that the warranty item has been completed to your satisfaction. If you are not home when the adjustments are completed, Customer Care will either call you for a verbal sign-off or have a form left at your home or sent in the mail for you to sign and return to our office. You will keep a copy of the completed form and the original will be placed in your file so our records will be up to date.

24/7 Emergency Service

In case of an emergency during your Warranty Period, Customer Care is committed to you seven days a week, 24 hours a day. A true emergency is a

situation in which you cannot possibly continue to occupy your home. Here are a few examples of emergencies requiring immediate attention:

- Within the first 30 days, you experience a total stoppage of the plumbing sewer system after you have tried plunging it with a common plunger.
- You discover a water leak that can only be shut off at the meter to avoid damage to the home or property.
- You experience a complete loss of heat in cold winter weather even after checking the electrical switch and breaker, thermostat, gas meter and gas valve.

For all emergency service during our business hours, please call our office at **303.420.2899**. You will be greeted by a representative who will ask you the following questions:

- Your name, address, and phone number.
- The name of the community in which you live.
- A brief description of the emergency.
- The date of your closing.

The Customer Care representative will assess the situation and give suggestions on how to temporarily handle the emergency. Then, if it is determined that you have a true emergency, appropriate steps will be taken to correct the problem.

If your emergency is happening after hours, on weekends or during the holidays, you will need to call the appropriate trade contractor directly. Their emergency phone numbers are provided on the next page.

Customer Service Don'ts

Emergency Service is our version of a **911** call. Please respect it in the same manner as you would a true **911** call. Additionally, do not contact independent subcontractors to make warranty repairs for you without our authorization. We

will not be responsible for expenses that you incur for work done by others unless the work is authorized, in writing, by our Customer Care Department.

Maintenance Company

Homeownership is an ongoing responsibility that requires upkeep and maintenance by you to keep your home looking good and operating efficiently. Our Builder's Limited Warranty **does not** cover damage or losses resulting from ordinary wear and tear, abuse, neglect, improper maintenance, improper operation, changes, alterations, or additions made by anyone, other than the Builder, after the occupancy date, or any loss for which the homeowner has not taken timely steps to minimize. **The Builder's Limited Warranty also does not cover any recompensation for inconvenience or incidental expenses related to relocation during repairs.**

Owning a home is exciting, rewarding, and also a big responsibility. As a new homeowner, you need to maintain your home and keep it in good condition.

Questions

A home is the biggest purchase that you will ever make. It can also be one of the most frustrating! If you need answers to your home questions, please call us, we are here to help.