



WARRANTY CLAIMS PROCEDURE

If you question whether or not something should be covered under warranty, please refer to the 2-10 warranty document in your homeowner manual. There may be some items that you note that might be homeowner maintenance.

NON-EMERGENCY

We ask that all non-emergency warranty items be submitted in writing by emailing warranty@everetthomesnw.com. If delay will cause extra damage, (i.e. if a pipe has burst) please call us. Only emergency reports will be taken by phone. It is your responsibility to minimize damage caused by such incidents such as leaking pipes.

EMERGENCY

A Customer Service Representative may be reached through the following:

During normal business hours (Mon-Fri 8:00-4:00pm) please call (503) 726-7060. They will arrange emergency repairs for your home.

An emergency, as defined by our warranty department, includes the following:

- Total loss of heat or air conditioning.
- Total loss of electricity. (Contact the utilities company before reporting circumstances.)
- Plumbing leak that requires entire water supply to be shut off.
- Total loss of water. (Contact the utilities company before reporting circumstances.)
- Gas leak. **Leave home immediately and contact the utility company.**
- Major roof or plumbing leak.

YEAR END

As you come close to your year-end anniversary we ask that you walk through your home and make a list of all the items you would like addressed. We ask that you send this in at your 11th month to allow us 30 days to complete items prior to your anniversary date. Please forward this list to our office via email to warranty@everetthomesnw.com. Once this list is received, you will be contacted within a couple of days to schedule the appropriate technicians.

While you are walking through your home, please make note of drywall repairs (settlement cracks and nail pops) that you would like fixed for your one time year-end appointment. We follow up the drywall repairs with the painters to paint the repairs only with the original color. We will not repaint areas that you may have changed the wall color. Cosmetic imperfections caused by homeowner damage are not covered.

PLEASE NOTE: Some of the contractors on your homes have a very tight policy to adhere to the one-year date, please make sure to notify us before your year end anniversary date. If you have items you wish to have us look at, please send your list to warranty@everetthomesnw.com at your 11th month of occupancy.