



WARRANTY SERVICES & REPAIR SCHEDULING

1. **WARRANTY DATE:** The effective date of all warranties is the occurrence of one of following:
Date of Closing
Date of Substantial Completion
Date of Occupancy (the date **ANY PERSONAL EFFECTS** are moved onto the premises), whichever occurred first.
2. Subject to delays caused by weather or unavailability of materials, all items noted on the "Final Customer Walk-thru Approval and Punch List" will be completed within seven days from the date thereof. *Cosmetic flaws which are not included on this list and attached to the "Closing Agreement" are not covered.*
3. After 30 days, and prior to 60 days, from the Warranty Date, you should submit a detailed list of warranted items that are in need of correction. **NOTE: One trip only will be made during the first year to repair covered cosmetic items or items requiring regular homeowner maintenance, such as leaky faucets, etc.**
4. After 11 months, and prior to 12 months, from the WARRANTY DATE, you should submit a final list of items that are warranted, within the first year (see *Bonded Builder General Warranty Provisions*).
5. During the warranty periods, any repair that requires immediate attention should be called to the attention of Warranty Department. Factory warranted products, items warranted by a sub-contractor and **ALL EMERGENCY REPAIRS** should be scheduled **directly through the appropriate sub-contractor or supplier** (consult the list of sub-contractors, provided at closing).
6. Many frequently-used items require routine maintenance and items affected by daily use may not be covered under your warranties. Some examples may include deterioration of tile grout; leaks caused by overfilling plant beds with landscape mulch; accumulation of spills or food waste on appliance, and; scrubbing latex paint.
7. All lists should be addressed to:

CUSTOMER SERVICE – WARRANTY DEPARTMENT

FAX: (512) 453-7787

Or, email your request to this link:

[CUSTOMER SERVICE REQUEST FORM](#)

Or, submit, by U.S. Mail to:

427 Ranch Road 620 South, Suite C, Lakeway, TX 78734

To better understand what items are covered under the Builder's Limited Warranty and by the Bonded Builder Warranty Group, please refer to the information included with your contract, final walkthrough and/or closing documents. You executed, and were provided with copies of, the one-year Builder Limited Warranty, which is limited to workmanship and materials for covered items, and a link to the BONDED BUILDER booklet or sample, as well as, a home maintenance manual. A copy of the BONDED BUILDER, 10-year warranty, is available at www.bondedbuilders.com. Go to the "Homeowners" button and click on "Sample Warranty". Contact our warranty department for assistance, if needed. You will receive a registration number, contact information and additional information about the BONDED BUILDER warranty sometime during the first year, after your Warranty Date.

These warranties do not cover cosmetic repairs unless noted prior to closing and/ or occupancy of the home and must have been noted on the Closing Agreement. Your home warranties do not cover damage or malfunction due to normal wear and tear or customer use and warrant only materials and labor provided by the builder and specified in the original Residential Construction Contract, or, in a fully executed change order.

Further explanation of the limited warranties for years one through ten can be found in the BONDED BUILDER Warranty Document. Structural warranties cover only load bearing components of the home and do not include such items as doors, windows, exterior veneers and interior finishes. However, most structural components are warranted by the manufacturer or supplier and warranties vary in length and coverage. If you are unable to locate these warranties, you should contact our office for assistance. Specific warranty items are defined in the BBWD.

Also included in the BBWD are the General Warranty Provisions, which define covered and excluded items. Among the exclusions are deficiencies or defects not included in or credited from the contract price. Improvements installed or modified, after completion of the home, or; by the Owner, at any time, are not covered. Any damage caused by the Owner's negligence or failure to provide proper maintenance is excluded, as are all drainage deficiencies, landscaping, non-structural concrete or fences. For a complete listing of coverage and exclusions, please refer to General Warranty Provisions, page 2, of the Warranty Document. For a complete list of covered items refer to Construction Performance Standards.