



## WARRANTY PROCEDURES

1. Porchfront Homes' New Buyer/Homeowner Warranty Walk Through Schedule is listed below:
  - a. Initial Walk through orientation within 48 hours prior to closing
  - b. Thirty Days after closing
  - c. Eleven Months after closing

Any items that requires attention from Porchfront Homes must be listed on the appropriate Contractor Repair Form. The Initial Walk through orientation form will be provided by the associated Project Manager around the time of closing. The Thirty Day and Eleven Month forms are provided in the Buyer Closing Book for future reference.

2. The Builder will strive to complete these items within a two week time frame, pending availability of product and scheduling conflicts. We will make every effort to give advance notice when work will be done in your home but we cannot guarantee that you will receive advance notice.
3. Any attention required for items covered under warranty that arise after the Initial Walk through and within the warranty period shall be handled per the instructions below. Please note that prior to contacting the Warranty Department (except in an emergency situation), please be sure to review the Builders Warranty you received with your Closing Documents to determine if your request is a covered item.

All requests (except emergencies) must be in writing and sent via email or US Mail to the warranty department:

US Mail	Porchfront Homes Warranty Department P.O. Box 294 Niwot, CO 80544-0294
Email	customercare@porchfronthomes.com

Please send all requests in the following format:

- A. Name, Address, and Date
- B. Room or Location of the problem
- C. Brief explanation of the problem
- D. Please state when the problem occurred or was first noticed

Upon receipt of your request the Warranty Department will review the information you provided and determine if it is a warranted item. Our representative will then respond to you and/or schedule a date and time to effect a repair.

4. In an **emergency** where a problem occurs that may cause damage to your home, please contact Customer Service at 303-442-8453 and leave a message **in addition to** contacting the appropriate contractor listed on the Phone Listing you received at Closing. Your message will be responded to as soon as possible.

By following these procedures you will protect your Warranty and maintain a comfortable home.

Thank you,

**Porchfront Homes**

Customer Service Department

\_\_\_\_\_  
Homeowner(s)

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
E-Mail Address