

D. R. Horton Homeowner Manual

HOW TO REQUEST CUSTOMER CARE WARRANTY SERVICE

- **Normal Procedures**

In order to assure quality, efficient service, and so that we (and you) may maintain a complete file on your property, requests for service must be submitted in writing. To submit a request for service, please fill out completely the appropriate "Request for Service" Form, which is included at the end of this section, or go to our web site and complete the request online. Please be sure to include a description of the work requested and its location in your home. For example, please indicate the room, the location in the room and a general description of the problem. If you have questions pertaining to this procedure, please call our Customer Care Warranty Service Department (see phone number below). Mail or fax your written request for service to:

**Warranty Department
D. R. Horton America's Builder
2002 Timberloch, Suite 600
The Woodland, Texas 77380
(281) 465-7000
www.drhorton.com**

Included at the end of this section are your 60 day, 6 month, and 11 month Request For Service.

In order for our service program to operate at maximum efficiency, as well as for your own convenience, we suggest that you wait sixty (60) days after closing before submitting any warranty lists. This allows you sufficient time to become settled into your new home and thoroughly examine all components. In the event you feel a part of your home is being damaged as a result of a defect, please report it to us immediately. Warranty repairs will be scheduled for completion within thirty (30) days of our receipt of your written request. Occasionally, due to circumstances beyond our control, this process may take more than thirty (30) days. Delays can be caused by shortages of materials, back ordered parts, labor problems, weather and/or scheduling conflicts.

Near the end of your sixth month, we encourage you to submit, in writing, the sixth month warranty request.

Near the end of the eleventh month of your one year warranty, we encourage you to submit, in writing, the eleventh month warranty request to include any warrantable items that fall within the first year coverage of the RWC Limited Warranty.

When we receive your request for service, we will make a determination whether the item is covered by the D. R. Horton Limited Warranty, the Ten Year Limited Warranty, the manufacturer or if it is the homeowner's responsibility.

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Typically we will inspect the problem so that we have a complete understanding of the request. Warranty Service appointments are available **Monday through Friday from 8:30 a.m. to 4:00 p.m.**

Building industry standards will be used to select the materials and the workmanship practices that are employed in warranty service repairs and replacements.

We will not be responsible for expenses, including lost wages and cost, which you incur for work that is done by others. Our Warranty Service advisors do not have permission to authorize repair work done by others, and they do not have the authority to extend or alter your D.R. Horton Limited Warranty or your Ten Year Limited Warranty.

We take pride in the subcontractors who have been selected by D. R. Horton. If you are dissatisfied with the quality of work or the level of professionalism displayed by one of our subcontractors, please contact our Warranty Department at 281-465-7000 immediately. Your comments help us to maintain the high level of service that you deserve.

- **Emergency Service**

Emergency situations, as defined by the limited warranty, include the following:

- Total loss of heating or air conditioning during **extreme** weather conditions.
- Plumbing leak that requires the entire water supply to be shut off or causes damage to the home or its contents.
- Total loss of water. (Again, check with your water company to determine if there is a general outage in your area).
- Gas leak. (Contact your utility company or a plumber if the leak is at the furnace or water heater supply lines.).
- Electrical problem that is a fire hazard or a source of danger.
- A total stoppage of the plumbing drain system (e.g., the main sewer line is clogged making it impossible to utilize the plumbing system in your home).
- Any other problem that, without immediate correction and precautionary measures, creates a potential for bodily harm that cannot be reasonably avoided.

In case of an emergency, your first step should be to protect your family from harm. Once you are sure of their safety, and if your safety will not be jeopardized, you should take steps to correct or lessen the effects of the emergency.

Damage from a water leak can be minimized by turning off the water to a particular fixture or turning off the water main to your home. The water main shut-off valve is located at the water meter box which is generally located at the property line. Please refer to the "Plumbing" section of this manual for further discussion of the water shut-off locations.

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In case of an emergency, please call the Warranty Department at 281-465-7000 Monday through Friday from 8:00 a.m. to 5:00 p.m. For emergencies only, (on weekends and after 5:00 p.m. on weekdays), please call the applicable tradesman to assist you via your emergency vendor call list, located on the inside cabinet door under the kitchen sink.

Do not delay in reporting an emergency. Subsequent damage caused by a delay in reporting an emergency **will not** be the responsibility of D. R. Horton. Damage to personal property is not covered by the D. R. Horton Limited Warranty or the Ten Year Limited Warranty.

If your situation does not fall within the emergency guidelines, please use the procedures outlined in the beginning of this section to request normal warranty service.

The next three pages are your copies of the warranty forms for requesting your 60 day, 6 month, and 11 month warranty service.

