

Heritage Homes

Quality Control—Warranty Request

At Heritage Homes we are constantly trying to improve our service and customer satisfaction. We understand after you move in there are repairs or warranty issues we need to address. We have a Customer Service Specialist whose responsibility is to handle your concerns. In order for us to effectively and efficiently check out the problem(s), we need your assistance.

Please use only this form. Please do not call in your request.

Write out the specific problem(s) and sign the form. Then either mail it to us at P.O. Box 53718, Lubbock, Texas 79423, leave it at our office at 302 N. 7th St., or fax it to (806) 855-6160. If left at our office, you and the person receiving it must sign it and we will give you a copy acknowledging we have received it. Please do not call us with a phone message unless it is an emergency (health or safety risk). Please do not ask a member of our staff to call to report a problem. **We must have a written work order from you or we cannot respond. We must have your correct telephone number, work number, cell number, and how to reach you. We may need to arrange for a key to your home. Warranty work is done between the hours of 9-5 Monday-Friday. There is no one on duty for warranty work on the weekends.** Should you have multiple items that are non-emergency related, you may wish to create and save this list for our Customer Service Specialist and the follow-up calls made during the first year. Thank you for your cooperation and understanding as to our policy and procedure.

Please list every request. Attach additional sheets of paper if needed.

- 1) _____
- 2) _____
- 3) _____
- 4) _____

Name: _____ Signature: _____

Address: _____ Date Closed: _____

Telephone: Home: _____ Work: _____ Cell: _____

Special Note: Never plug any freezer into a ground fault outlet. The outlet will not support a freezer of any style. Never use abrasive cleaners on your home. Never disable your smoke alarms. Never let children stuff sinks or toilets. Windows are rated and tested by the National Fenestration Council. Windows may not resist extreme wind and rain loads beyond National Fenestration Council testing. Please note: appropriate charges will apply if warranty requests are not warranty related. Home maintenance is the responsibility of the homebuyer, not the builder.

Heritage Homes use only.	Received by: _____	Date: _____
Authorized: _____	Subcontractor(s): _____	
Action Taken: _____		

All work is complete and acceptable: **This must be signed if we are informed by certified mail.**

Signature: _____ Date: _____