



WARRANTY PROCESS

- 1. Warranty comes in a written form via email, snail mail or hand delivery
 - Respond to the customer that information has been received.
 - Office Manager verifies house is under One-year Warranty
 - If warranty has expired, Office Manager notifies customer of such via email.
 - Place documents in Customer Folder
 - Office Manager places on TO DO LIST under Warranty section
- 2. Office Manager fills out Warranty Work Form
 - Attach written request
 - Assign to Superintendent
- 3. Superintendent
 - Reads request to verify it is a warranty item or not
 - If not a warranty item, Superintendent tells customer immediately
 - Calls and makes appointment with customer in order to witness the warranty issue firsthand
 - Looking to verify warranty items are valid.
 - Determine what sub-contractor is going to be needed to fix the problem
 - Superintendent sets up sub-contractor and schedule's with customer a time to have warranty item repaired.
- 4. Superintendent WILL BE THERE with the sub-contractor to fix the item(s)
- 5. Once item(s) are repaired, customer is notified by Superintendent of such repair
 - Has customer sign off that work has been completed
 - Turns paperwork back into Office Manager that the repair is complete.
- 6. Office Manager then sends customer an email to verify that work has been done and to their satisfaction
 - Files paperwork in customer's folder

**THIS PROCESS SHOULD NOT TAKE
OVER 10 DAYS FROM START TO FINISH!**