

AMERICORP HOMES

"Homes for Quality Living"TM

CUSTOMER SERVICE

Our intention is to provide you with quality, efficient service. In order for us to achieve our goal we maintain a complete file on each home we build and therefore must insist that all requests for service be submitted in writing. To submit a request for service, please fill out a Customer Service Request form. On that form please be sure to note a description of the work requested, its room and location in your home. The completed request should be mailed to:

Customer Service Department
One South State Street
Newtown, Pa 18940

Upon receipt of your request for warranty service, a customer service representative will contact you to set an inspection appointment.

APPOINTMENTS FOR INSPECTIONS OR WORK NEEDED TO REMEDY A COVERED DEFECT ARE AVAILABLE MONDAY THROUGH FRIDAY 8:00am to 4:00pm. THE HOMEOWNER OR SOMEONE AUTHORIZED TO REPRESENT THE HOMEOWNER MUST BE PRESENT. IF SOMEONE OTHER THAN THE HOMEOWNER IS PRESENT THIS PERSON MUST BE AUTHORIZED TO SIGN-OFF ON WORK COMPLETED.

If you request service for an item not covered under the Limited Warranty, we will advise you of this and provide whatever available information we may have to assist you in obtaining a repair on your own.

For items that are covered under the Limited Warranty, the customer service department will schedule the work needed to remedy the defect. Depending on the scope of work one of our customer service people may perform the work or there may be the need of assistance from one of our suppliers or contractors.

The manufacturer of your kitchen appliances will work directly with you if any repairs are needed for these products. Customer Service phone numbers are listed in the materials you received with your new appliances.

EMERGENCIES

Any emergency requires immediate attention. Please be advised of what is considered an emergency:

1. Total loss of heat.
2. Total loss of electricity.
3. Total loss of water.
4. Plumbing leaks that require the shut-off of water completely.
5. Total sewage stoppage (within 30 days of closing).
6. A situation that may endanger the occupants of the home.
7. Gas leak. Contact your gas supplier immediately.

If an emergency occurs, please refer to the emergency call list provided to you at settlement for the proper contractor to call. Emergency service is available after hours, on weekends and holidays.

Note: The Builder will assume no responsibility, or offer reimbursement for service work performed by anyone other than the contractors listed on the emergency call list. If an unauthorized vendor or contractor performs repairs, the Homeowner will be solely responsible for both the quality of the work performed and costs involved.

Homeowners are expected to take precautions to minimize the amount of damage to their home.

10 Month Walkthrough

Now that you have been living in your home for close to a year, you have probably noticed things like a door that requires adjustment or areas that need caulking. The Builder provides these repairs as a one-time service to the original homebuyer. Our Service Technician will be happy to explain the repair process as it is being done in the event you may need to do these simple repairs again in the future.

At this time you should consult the performance standards and note any other defects you may have. The service technician will explain to you why they are or may not be covered and proceed accordingly.

Per the Limited Warranty, at this time certain cosmetic items (such as scratches, chips, dents and spots) are not warrantable after closing on components listed but not limited to below:

Vanities / Cabinets / Windows / Hardwood / Carpet / Vinyl / Ceramic Tile / Tubs / Sinks / Appliances / Light Fixtures / Countertops / Mirrors / Sheetrock / Painting / Trees / Shrubs / Trees