

Dear Homeowner,

As you prepare your 12 week warranty list, please use the 12 week form provided for you on the thumb drive at the closing/orientation walk through.  Please review your 2-10 Warranty Booklet on your thumb drive which will familiarize you with what is warranted items versus what is considered maintenance items.  When listing your concerns, please do so room by room, and if possible, add pictures.  List any warranted concerns you have under the warranty section.  All DRYWALL BLEMISHES (NAIL POPS), PAINT TOUCH UP, CAULK, AND GROUT should be listed separately under their designated sections.

As stated in our warranty manual and our welcome to warranty letter, All DRYWALL BLEMISHES (NAIL POPS), PAINT TOUCH UP, CAULK, AND GROUTING issues, are handled on a ***ONE TIME BASIS ONLY*** at the 12 week mark.

Here are some examples of how to list your items, it is important that your list is very detailed and be specific.

Example:

**Do not list:**  *Master bedroom point up far wall*

**Do List:**  *Master bedroom far wall there are 2 spots; 1. Between the two windows just above the baseboard and 2: In the left corner half bath.*

NOTE:  Only items listed on your work orders will be addressed by the vendor when coming to your home, so you want to be specific.

Once your list is compiled and saved in Word format, send it to service@napoliatonohomes.com.  There will be an inspection of all items by the site builder.  At the conclusion of your inspection, a list detailing what needs to be addressed will be sent directly to the warranty department.  At this point, there will be work orders issued to the vendors and also to you.

***IT IS THE HOMEOWNER’S RESPONSIBILITY TO CALL VENDORS DIRECTLY TO SET UP THE APPOINTMENTS.***

AFTER THESE ITEMS ARE COMPLETED AT THE 12-WEEK MARK, ALL INTERIOR COSMETIC REPAIRS WILL BECOME THE HOMEOWNER’S MAINTENANCE RESPONSIBILITY.

Thank you in advance for your time and cooperation in this process and we wish you many happy years in your new Napolitano Home.