



Erik Homes Warranty Service Program

Welcome to your new home! We wish you many years of happiness and sincerely appreciate the opportunity you have given us to build your new home. We fully realize your new home is one of the largest investments you will ever make, and thus we have used high quality products and the best available workmanship to protect your investment. The key to happiness and pleasure in your new home is trouble-free operation of the mechanical components, and quick satisfactory service when required. Our Warranty Service Department is here to help you with any questions or situations that may arise in the first year in your new home. During normal working hours, our Warranty Service Department will assist you with non-emergency and bona-fide emergency situations to the best of our ability.

In order to service your new home in the most efficient manner, we accept warranty requests at your initial walk-thru that is done at the closing and also at your 11th month after occupancy. At this time, we ask that these be submitted in writing and in our office as soon as possible. All warranty requests are subject to management approval based on terms outlined in the “Caring For Your New Erik Home” document. Any warranted items that have been reported to our office in writing will be serviced on this time schedule. Any items of a nature which you feel should not wait until the closing and/or 11th month interval may be reported, in writing, to our office during the first year warranty period. Unless of an immediate priority nature, items submitted prior to the 11th month interval will be held on file and reviewed at the appropriate time. All service orders requiring appointments with subcontractors/suppliers must be made and completed prior to the end of your first year after closing/occupancy.

As a purchaser of one of our new homes you are protected by the one year/ten year Virginia Contractor Warranty Code or Virginia Code section 55-70.1. As a Class A contractor, we are required to meet certain standards of performance which will insure the quality of your new home. Erik Homes warrants against defects caused by faulty workmanship or materials due to non-compliance with trade approved standards within your first year of purchase of your home.

EXCLUSIONS

The normal day-to-day upkeep and maintenance of the home is the homeowner’s responsibility. Refer to your **Caring For Your New Erik Home Handbook** for specific details on items that do not fall under the terms and conditions of this warranty.

REPORTING DEFECTS

Requests for non-emergency service(s) must be received in writing, **by mail/Email/Fax** for the 11th month service work orders to be completed by the appropriate subcontractor/supplier. Be sure requests sent by mail are properly addressed to our Warranty Service Department, and that you keep a copy for your records and reference.

Erik Homes
2100 Mediterranean Ave #134
Virginia Beach, VA 23451
Office: 757-227-6898
Fax: 757-299-9718

Requests that you need to Email can be e-mailed to: warranty@erikhomesva.com

Completion of this process from receipt of your service request form to completion of issued service orders will require approximately six weeks. If service is in any way different from what we promised, always respond promptly in writing.

After walk-thru and closing, NEVER attempt to relay a request for service through our job superintendent, sales agent, or a passing workman. We cannot assume responsibility for service requests made to anyone other than our Warranty Service Department.

Please Note: Your 11th Month Warranty Service Request is directly affected by the one year anniversary of your closing. Accordingly, the Warranty Department can not process lists received after the 11th month anniversary of your closing.