



NOTE: *This information will only cover the process of submitting your warranty request. To view additional and more detailed warranty information, and important actions for the use and care of your home, please visit our online manual at:*

<http://www.drhorton.com/Florida/East-Florida/Warranty-Services>

Warranty Procedures

D·R·Horton Limited Warranty

D·R·Horton warrants that every D·R·Horton home has been constructed with materials and workmanship of a quality that meets or exceeds industry standards.

D·R·Horton warrants that your home will be free of defects for a period of one year from the date of closing your home. This warranty is limited to repairs and/or replacements that are necessary as a result of defective workmanship or materials. D·R·Horton will make any necessary repairs and/or replacements under such warranty provided that the D·R·Horton Customer Care Department has received notice of such claim within the one-year period described above.

D·R·Horton will assist you in the warranty of your appliances. In the event you have a problem, please contact our Customer Care Department, and we will ascertain the origin of the problem (manufacturer or installer). If a problem occurs after the first year of ownership, please refer to "Manufacturer Service" in the "Appliances" section of the manual.

Buyer's rights and D·R·Horton's obligations under this warranty are limited to repair and/or replacement.

This one year limited warranty shall NOT apply to any defects caused by, or arising from, moving into the home, climatic conditions, normal characteristics of certain building materials, expansion, contraction, moisture, humidity or any damage resulting from negligence, improper maintenance or abnormal use.

Without limiting the foregoing, this one year limited warranty is subject to, and limited by, the same Conditions, Exclusions, and Warranty Standards as set forth in "Section II.D.--Conditions" (other than II.D.1 which shall not apply to this warranty), "Section II.E.--Exclusions" and "Section III.A.--Warranty Standards - One Year Coverage Only" in your Ten Year Limited Warranty booklet ("Ten Year Limited Warranty") issued by Residential Warranty Corporation (RWC). You will receive your RWC warranty booklet at the

closing of your new home.

D·R·Horton reserves the right to make repairs or correct any defects for which it is responsible according to the terms stipulated in this warranty at the time and in the manner deemed most advisable by the company.

As mentioned in the Conditions, Exclusions and Warranty Standards, your D·R·Horton's Limited Warranty does not cover repair or replacement due to negligence or improper maintenance. Please refer to the "Use and Care of Your Home" section of the manual for a discussion of home maintenance.

Ten Year Limited Warranty

In addition to the D·R·Horton's Limited Warranty, your new home is also protected by a ten-year warranty (referenced above as the Ten Year Limited Warranty) issued by Residential Warranty Cooperation (RWC). At the closing of your new home, you will receive your Ten Year Limited Warranty booklet. Please go to confirm.RWCWarranty.com to obtain your Warranty Confirmation 60 days after your closing. If you do not have access to the internet, please contact the plan Administrator at 717-561-4480 to obtain your Limited Warranty Book and Warranty Confirmation.

The Ten Year Limited Warranty provides three separate warranty coverage's -- certain items are covered under a one year limited warranty, others are covered under a two year limited warranty, and still others are covered under a ten year limited warranty. Please refer to your Ten Year Limited Warranty booklet.

Please contact our Customer Care Department at WarrantyRequests-FLMEL@drhorton.com or 321-733-7972 if you have any questions after you have reviewed the Ten Year Limited Warranty booklet.

How to Request Customer Service

Normal Procedures

The preferred process to submit your warranty information is to enter your request online through the D.R. Horton website at www.drhorton.com, then click "Warranty" at the top of the page, and follow the instructions to complete your request. This will enter your information directly into our system and you will receive a confirmation of the submittal.

Three normal service calls will be provided during the "one year" limited warranty period, with the exclusion of emergency type calls. Included at the end of this document are three sheets with recommended time frames for submission.

In order to assure quality, efficient service, and so that we (and you) may maintain a complete file on your property, requests for service must be submitted to Customer Care Department or we will be unable to process them. Please contact our Customer Care Department through one of the following methods:

Online: www.drhorton.com/Warranty/New

Email: WarrantyRequests-FLMEL@drhorton.com

Phone: 321-733-7972

Address: 1430 Culver Drive, Palm Bay, Florida 32907

When we receive your request for service, we will make a determination whether the D.R. Horton's Limited Warranty, the Ten Year Limited Warranty, or the manufacturer's warranty will cover the item or if it is the homeowner's responsibility.

Typically we will inspect the problem so that we have a complete understanding of the request. Appointments are available Monday through Friday from 8:00 a.m. to 5:00 p.m. It is recommended to have a representative present when work is being done on your home.

Building industry standards will be used to select the materials and the workmanship practices that are employed in warranty service repairs.

We will not be responsible for any expenses, including lost wages and materials, which you incur that are done by others. Our field personnel do not have permission to authorize repair work done by others, and they do not have the authority to extend or alter your D.R. Horton Limited Warranty or your Ten Year Limited Warranty.

We take pride in the subcontractors who have been selected D.R. Horton. If you are dissatisfied with the quality of work or the level of professionalism displayed by one of our subcontractors, please contact our Customer Care Department immediately. Your comments help us to maintain the high level of service that you deserve.

Emergency Service

<u>Problem</u>	<u>Solution</u>
Total loss of heating or air conditioning	Contact the HVAC (Air Conditioning) Company
Total loss of electricity	Check with utility company for outages
Plumbing leak or plumbing backup	Shutoff entire water supply to home
Total loss of water	Check with utility company for outages

In case of emergency, your first step should be to protect your family from harm. Once you are sure of their safety, and if you safety will not be jeopardized, you should take steps to correct or lessen the effects of the emergency.

Damage from a water leak can be minimized by turning off the water to a particular fixture or turning off the water main to your home. The water main shut-off valve is located at the water meter box, which is generally located at the property line. Please refer to the "Plumbing" section of this manual for further discussion of the water shut-off locations.

Please notify our office as soon as possible if a roof leak is experienced. Failure to notify us promptly could exacerbate the situation creating a much greater chance of further damage.

In case of emergency, please contact the Customer Care Department (WarrantyRequests-FLMEL@drhorton.com or 321-733-7972), Monday through Friday from 8:00 a.m. to 5:00 p.m. For after hour emergencies only, please call the appropriate number for the Plumbing, Electrical, HVAC (Heating Ventilation Air-Conditioning) Contractor which worked on your home from the list that will be provided to you at closing. Please contact our Customer Care Department on the next

business day so that we may follow up with the completion of any repairs caused by the emergency and log the information into our database for record keeping purposes.

Do not delay in reporting an emergency. Subsequent damage caused by a delay in reporting an emergency will not be the responsibility of D.R. Horton. Damage to personal property is not covered by D.R. Horton's Limited Warranty or Ten Year Limited Warranty.

If your situation does not fall within the emergency guidelines, please use the procedures outline "**How to Request Customer Service**" for requesting routine warranty service.



Customer Service Request Form

30 day request Superintendent

Name: _____ Date: _____

Home Phone: _____ Office/Mobile Phone: _____

Subdivision: _____ Lot #: _____

Property Address: _____ Closing Date: _____

Description of the warranty work requested (include its specific location in your home):

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____

INSTRUCTIONS:

Please complete this form and email it to the superintendent/builder of your home. Requests are processed as they are received. Please also copy WarrantyRequests-FLMEL@drhorton.com on the email.

----- **For Office Use Only** -----

Date Received:	Signature
Comments:	Date Signed:



Customer Service Request Form

6 month request

Name: _____ Date: _____

Home Phone: _____ Office/Mobile Phone: _____

Subdivision: _____ Lot #: _____

Property Address: _____ Closing Date: _____

Description of the warranty work requested (include its specific location in your home):

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____

INSTRUCTIONS:

For Warranty Service, please complete this form and email a copy to WarrantyRequests-FLMEL@drhorton.com. Requests are processed as they are received. A customer service representative will contact you for an appointment. Appointments will only be made on week days between the hours of 8:00 AM to 5:00 PM.

----- **For Office Use Only** -----

Date Received:	Signature
Comments:	Date Signed:



Customer Service Request Form

12 month request

Name: _____ Date: _____

Home Phone: _____ Office/Mobile Phone: _____

Subdivision: _____ Lot #: _____

Property Address: _____ Closing Date: _____

Description of the warranty work requested (include its specific location in your home):

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____

INSTRUCTIONS:

For Warranty Service, please complete this form and email a copy to WarrantyRequests-FLMEL@drhorton.com. Requests are processed as they are received. A customer service representative will contact you for an appointment. Appointments will only be made on week days between the hours of 8:00 AM to 5:00 PM.

----- For Office Use Only -----

Date Received:	Signature
Comments:	Date Signed:



Emergency Contact List (AFTER HOURS)

Air Conditioning/Heating Issue

Contact_____

Appliance Issue

Contact_____

Plumbing Issue

Contact_____

Electrical Issues

Contact_____