

What does the Warranty *cover*?

The RWC Limited Warranty identifies what is warranted, what is excluded and the duration of the Warranty. It applies to single family homes, townhomes and other types of residences. The warranty is limited and certain exclusions apply.

In the first year, the warranty applies generally to workmanship and materials. If the workmanship and/or the materials used in building your home do not meet specified quality standards as outlined in the warranty, your Builder is responsible for correcting the deficiencies.

For the first two years, portions of the major systems in your home are warranted. These systems include wiring, ductwork and pipes. If they do not operate as specified in the warranty book, your Builder is responsible for servicing them.

In addition to the above first and second year items, the warranty includes ten-year protection on warranted load bearing portions of your home, as defined in your warranty book. The warranty identifies which parts of a home are warranted, and the criteria for establishing a major structural defect.



Your Builder is responsible for correcting warranted defects which do not meet Warranty Standards in the first two years as specified in the Warranty book. If your Builder is unable to meet his or her warranty obligations, RWC will assist you. RWC's insurers are responsible for the structural warranty coverage in Years 3 through 10. Any request for warranty performance satisfied by RWC's insurers is subject to a warranty service fee. See your Warranty book for exact service fee amounts.

Condominium owners: Your RWC warranty covers common elements. Refer to your Warranty book for details.

What are some of the *benefits*?



Before you can receive an RWC Warranty on your home, your Builder must meet RWC's stringent membership standards. We are confident that each RWC Builder is a professional, and through our insurers, we stand behind our Builders' warranty obligations.

If you sell your home, the remaining term of the RWC warranty automatically transfers to subsequent Homeowners.

RWC offers its warranty services throughout the United States. Some governmental regulating agencies such as FHA and VA have specific criteria relating to the warranty. These are identified in the Addenda section of the warranty book.

This pamphlet is only a summary of the RWC Limited Warranty. It does not include all the specific information contained in the warranty book. We hope it will help you understand your warranty and meet your expectations as a new home purchaser. We urge you to read the RWC warranty book for a comprehensive understanding of the limitations, exclusions and applications. If you have any questions, contact your Builder or RWC.

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Living Well

WITH YOUR
RWC WARRANTY



 **RWC**
RESIDENTIAL WARRANTY COMPANY, LLC

welcome home



How are warranty issues *resolved*?

RWC has established an excellent resolution process in the event than an Unresolved Warranty Issue arises. We assume both sides simply want warranty issues resolved. The root of most disputes is miscommunication. A misunderstanding develops over a minor issue and, before you know it, both sides are infuriated.

For example, a Homeowner calls his or her Builder about securing a carpet seam which has loosened in a doorway. The Builder calls the carpet subcontractor to repair the item. The Builder assumes the carpet will be fixed but forgets to follow up with the Homeowner. The subcontractor fails to complete the repair. Two weeks later, Ms. Homeowner comes home from work exhausted and catches her high heel on the loose carpet seam and is instantly outraged. What started out small, now becomes a major issue of Homeowner against Builder.

We recommend that you act in accordance with the following steps to request warranty performance. See your warranty book for further details.

Dear New Homeowner,

When you purchase a new home with the RWC Limited Warranty, you own a home with a well-defined warranty. Your Builder has taken special steps to secure this written warranty for you.

Unlike some implied warranties or handshake promises, the RWC Limited Warranty is very detailed and specific. We have created this “plain English” pamphlet as a summary of the actual warranty book to assist you in understanding the warranty on your new home. We urge you to read the RWC Warranty book for a comprehensive understanding of the limitations, exclusions and applications.

May you have many years of enjoyment in your new home.

Residential Warranty Company, LLC



Step 1

If a need for warranty performance arises, follow your Builder's instructions. Usually, this means calling and letting your Builder know about the problem. Some Builders provide the Homeowner with a list of subcontractors to call directly about specific services. Others have a special warranty department and/or a form to send to the Builder. Be sure to follow your Builder's established guidelines for best results.

Step 2

If Step 1 is not successful, send a clear and specific letter to your Builder describing the problem and requesting a response.

Step 3

If written notice to your Builder does not achieve results, follow the “How To Make A Limited Warranty Claim;” Dispute Settlement procedures outlined in your RWC New Jersey warranty book. This involves requesting conciliation/arbitration by executing the form provided for you in the warranty book. RWC must receive your written notice postmarked within 30 days after the expiration of the applicable warranty period.

Step 4

If your Builder does not respond according to the requirements outlined in your RWC NJ warranty book, your request for conciliation/arbitration will be forwarded to the New Jersey Office of Dispute Settlement or to another independent arbitration service upon which you and the Administrator agree. The independent third party arbitrator will make a final ruling.

RWC stands behind its Builders. If your Builder fails to comply with the specified arbitration award, RWC's insurers will be responsible for completing the work.



NOTE: The Warranty is limited. You are responsible for maintaining your home, from changing light bulbs to keeping proper drainage patterns. Areas which are not part of the primary residence, such as driveways, are excluded from your warranty. Some products have a manufacturer's warranty.

These steps vary if you have an Unresolved Warranty Issue with RWC regarding the structural coverage. For a complete understanding of the procedures, review your warranty book.

