

Oakridge Homes – “Express Limited Warranty” (Builders Warranty)

WHO IS COVERED

The Builders Warranty is provided to the original purchaser of the home. This Builder’s Warranty is not transferable to any subsequent purchaser of the home.

WARRANTY PERIOD

Except as otherwise provided herein, the period of this Express Limited Warranty shall be one year from the date of closing or the date of first occupancy, whichever is earlier.

WHAT IS COVERED

The Oakridge Homes Express Limited Warranty shall cover defects in the structural components of the home that render it unsafe for human habitation and shall further provide coverage as follows:

APPLIANCES

Issue: Appliances with Scratches, Chips, Dents, or other external damage

Oakridge Homes will coordinate with the appliance manufacturer to repair or replace, as needed, any appliances with scratches, chips, dents, or other external damage when such damage is noted in writing (as a punch list item) during the Home Orientation with an Oakridge Homes representative. Such items will not be repaired or replaced by Oakridge Homes or the appliance manufacturer under their respective warranties following the closing date.

Issue: Inoperable Appliances

Many of the consumer products purchased with the home may be covered under separate manufacturer’s warranties. At closing, Oakridge Homes assigns the rights under these manufacturer’s warranties to the homeowner. If the homeowner’s claim is covered under a manufacturer’s warranty, the homeowner should contact the manufacturer directly for warranty assistance. A complete list of manufacturers may be found in the back of this manual provided by Oakridge Homes. Manufacturers may charge a service call fee for any non-warrantable (as determined by the manufacturers) repairs or replacement services.

CABINETS

Issue: Color Variance

It is normal for the color of installed cabinets to be slightly different from the samples shown at the time of selection. Color can differ with wood grain variations, stain lots, and exposure to light. Oakridge Homes will repair or

replace, as needed any installed cabinets with excessive variations in color which are noted in writing (as punch list items) during the Home Orientation with an Oakridge Homes representative. Such items will not be repaired by Oakridge Homes or covered under the Builders Warranty following the closing date.

Issue: Warped Cabinet Doors or Drawer Facing

Oakridge Homes, for a period of one (1) year will repair or replace, as needed, cabinet doors or drawer facings which are warped in excess of 1/8" per 30".

Issue: Cabinets with Scratches, Nicks, or Chips

Oakridge Homes will repair or replace, as needed, any cabinets with scratches, nicks, or chips which are noted in writing (as punch list items) during the Home Orientation with the Oakridge Homes representative. These issues will not be repaired by Oakridge Homes or covered under the Builders Warranty following the closing date.

Homeowner Maintenance Tips:

Wood requires cleaning and sealing to prevent problems associated with water penetration and continued exposure to the elements.

CAULKING

Issue: Interior Caulking Joints

Caulking is considered a routine maintenance item to be handled by the homeowner. Oakridge Homes will touch up caulking around sinks, tubs, ceramic tiles, baseboards, and door casings one time only during the one (1) year warranty period. Caulking compounds are available for purchase at hardware stores and home centers.

Issue: Exterior Siding and Wood Joints

The exterior coverings on your home expand and contract with changes in temperature and humidity. The caulking at the joints is what helps protect the home from water and insect intrusion. Caulking is considered a routine maintenance item to be handled by the homeowner. The homeowner should visually inspect siding joints, windows and door wraps, and corner boards every 3 months to insure all joints are properly sealed. Gaps should be caulked and repainted. Caulking compounds are available for purchase at hardware stores and home centers.

CONCRETE

Issue: Concrete Floor Uneven (excludes garage)

Oakridge Homes will repair, for a period of two (1) year, interior concrete floors which vary from flat more than 1/4" over a 32 inch area. Color and texture matching are not guaranteed or covered under the Builders Warranty.

Issue: Concrete Cracks

Oakridge Homes will repair by filling and patching, for a period of one (1) year cracks in garage slabs, exterior slabs, patios, driveways, and sidewalks when such cracks exceed 1/4" width or 3/16" vertical displacement. Color and texture matching are not guaranteed or covered under the Builders Warranty. Cosmetic cracks 3/16" or less are normal in concrete surfaces and are not covered under the Builders Warranty.

Issue: Expansion and Control Joint Cracks

Expansion and crack control joints are sometimes placed in the concrete slab to allow sections of concrete to expand and contract with changes in the temperature and control the movement of the slab as concrete cures. It is normal for expansion and control joint to move or crack in the joint area, and it is not a sign of defective concrete or workmanship. Cracks rarely affect the structural durability or functioning of the concrete. Oakridge Homes will repair by filling and patching, for a period of one (1) year, cracks in expansion and control joints when such cracks exceed 3/8". Color and texture matching are not guaranteed or covered under the Builders Warranty.

Issue: Standing Water on Exterior Concrete Surfaces (excludes standing water from landscape)

Oakridge Homes will repair, for a period of one (1) year standing water on garage floors, patios, walks, and driveway concrete surfaces when such standing water exceeds 1/4" on driveways, patios, and walks, following a thirty (30) minute period of time without rain. Color and texture matching is not guaranteed or covered under the Builders Warranty.

COUNTERTOPS

Issue: Scratches, Nicks, Chips, or Surface Damage

Oakridge Homes will repair or replace, as needed any countertops with scratches, nicks, or chips which are noted in writing (as punch list items) during the Home Orientation with an Oakridge Homes representative. Fissures are natural characteristics of stone and should not be construed as defects.

Issue: Excessive Joint Width (Granite/Stone Slab Countertops)

Oakridge Homes will repair, for a period of one (1) year joint widths in excess of 1/16" on granite or solid stone countertops.

Issue: Cracks in Grout (Tile Countertops)

Oakridge Homes will revisit and repair grout cracks in tile countertops one time only during the warranty period, with the exception of hairline cracks in the grout

which naturally occur and can be remedied by routine homeowner maintenance (one visit per household only for all grout issues).

Issue: Loose Tile (Ceramic Tile Countertops)

Oakridge Homes will repair or replace, as needed, loose tiles on ceramic tile countertops for a period of one (1) year when such condition was the result of defective materials or workmanship, with the exception of any defects or damage to countertops which is caused by anyone other than Oakridge Homes, its agents or subcontractors.

DOORS

Issue: Warped Door

If the door has been properly maintained and has not been damaged by the homeowner or a third party, Oakridge Homes will replace (with a comparable product), one time within the first year, interior or exterior doors which are warped more than ¼" when measured in any direction. Warping that occurs due to improperly maintained doors will be the homeowner's responsibility and are not covered under the Builders Warranty

Issue: Scratched, Chipped, or Tarnished Finish Doors

Oakridge Homes will repair or replace, as needed any doors with scratches, chips, or tarnished finished which are noted in writing (as punch list items) during the Home Orientation with an Oakridge Homes representative. Such items will not be repaired by Oakridge Homes or covered under the Builders Warranty following the closing date.

Issue: Doors Not Operating Properly

Oakridge Homes will repair or adjust, for a period of one (1) year, doors that fail to operate properly by sticking, rubbing, or failing to latch, with the exception of any defects or damage which is caused by anyone other than Oakridge Homes, its agents or subcontractors.

DRYWALL CEILINGS AND WALLS

Sheets of gypsum drywall are installed in your home and undergo several quality assurance inspections to ensure that they are defect free at the time of closing. However, as natural settlement of the home occurs, it is normal for cracks to appear in the drywall and for nail and corner beads to "pop". It is common for homeowners to misconstrue this as a defect in workmanship, when in fact it is a result of the home's normal settlement process.

Issue: Drywall cracks and nail "pops"

Oakridge Homes will repair nail “pops” and drywall cracks caused by settling one time during the 1 year warranty period. Oakridge Homes will not be responsible for touch up painting of the repairs.

ELECTRICAL

Issue: Malfunctioning Electrical Fixtures, Switches, or Outlets

Oakridge Homes will repair malfunctioning electrical fixtures, switches, or outlets for a period of one (1) year. The homeowner should verify that the circuit breaker is not tripped and the switch circuit is not turned off. In addition, lights may dim and flicker due to usage and power generation variances, with the voltage entering the home controlled by the local utility transmission service. Changes made to the electrical system of the home, without the prior, express written consent of Oakridge Homes, will void your rights and remedies under the Builders Warranty.

Issue: Circuit Breaker Trips with Normal Use

Fuses should not be blown and circuit breakers should not trip with normal use. Oakridge Homes will replace any such defective breakers for a period of one (1) year.

Homeowner Maintenance Tips

Wall switch inoperable: When there are no ceiling fans or lights in a room, one switch may remain unused.

No power to lights or receptacle: Circuit breaker or GFCI outlet is off and must be reset.

Smoke detector chirping: Replace batteries in all smoke detectors even if they are not chirping. Test all units per manufacturer’s recommendations.

GFCI Outlets: Do not use a GFCI outlet for a refrigerator, freezer, or sprinkler system control box because if any outlet trips the circuit, power to the GFCI outlets will be interrupted.

FLOORING AND COUNTERS

Issue: Floor Squeaks or Pops

Oakridge Homes for a period of one (1) year will take corrective action to minimize excessive floor squeaks. However, the absence of floor squeaks is not guaranteed under the Builders Warranty.

Issue: Cracked or Loose Tile (Ceramic, Marble, and Natural Stone)

Oakridge Homes for a period of one (1) year will repair or replace, as needed, cracked or loose tile (ceramic, marble, or natural stone), with the exception of damage caused to the tile by anyone other than Oakridge Homes, its agents or

subcontractors. Oakridge Homes is not responsible for discontinued patterns or color variations when replacing such tile.

Issue: Uneven Tile (Ceramic, Marble, and Natural Stone)

Oakridge Homes for a period of one (1) year will repair or replace, as needed, adjacent tiles (ceramic, marble and natural stone) when they are not even with each other and create a deviation (“lippage”) greater than 3/16”.

Issue: Gaps in Carpet Seams

Carpet seams normally have some visibility, with normal variations between different types of carpet. However, Oakridge Homes, for a period of one (1) year will repair excessive visible gaps in carpet seams.

Issue: Hardwood Floor Gaps and Cupping

Hardwood floors are made by installing individual boards or strips of wood over the sub-floor. Changes in temperature and humidity both inside and outside the home will cause the flooring to expand and contract. Gaps and cupping do not constitute defects. Open joints or separations between floorboards of finished wood flooring shall not exceed 1/8” in width. Cups in strip floorboards shall not exceed 3/32” in height in a 3 1/2” maximum distance when measured perpendicular to the length of the board. Excessive cupping and gaps may be remedied by filling, sanding, and or replacing affected areas. Color matching is not guaranteed.

HEATING AND AIR CONDITIONING

Issue: Inadequate Heating or Cooling

Oakridge Homes warrants, for a period of one (1) year that the heating and cooling systems in the home will operate and perform as required by the manufacturers systems operating manual. Deficiencies caused by a malfunction of system equipment or appliances are subject to the terms of the manufacturer’s warranty.

Issue: Excessive Noise from Ducts

When metal is heated and cooled, it expands and contracts, respectively, causing “ticking” or “crackling” sounds which cannot be avoided. A booming noise caused by sheet metal blowing in or out (“oil canning”) will be repaired by Oakridge Homes for a period of one (1) year.

INSULATION

Oakridge Homes will install insulation in accordance with applicable building codes and guidelines, and as needed for a period of one (1) year to correct insufficient insulation issues. Settling is a natural occurrence with insulation which is blown in the homes attic.

LANDSCAPING

Issue: Plants and Sod

Oakridge Homes will replace dying plants or sod for a period of 14 days following closing, provided that the homeowner provides notice to Oakridge Homes within such 14 day period. Oakridge Homes will not be responsible to replace the plants damaged due to lack of watering, improper care, or transplanting.

Issue: Malfunctioning Sprinkler Heads, Bubbler Heads, Drip Systems

The homeowner assumes responsibility of sprinkler heads, bubbler heads, and drip systems after 90 days.

PAINTING

Issue: Exterior Paint or Stain Fading

All exterior paints and stains fade following exposure to weather conditions, which is considered normal and not covered by Oakridge Homes Builders Warranty. Oakridge Homes will correct excessive fading, as determined by Oakridge Homes for a period of one (1) year.

Issue: Exterior Paint or Stain Peeling or Deterioration

Oakridge Homes will repair or refinish affected areas in the event that exterior paint or stain peels or deteriorates for a period of one (1) year.

Issue: Repainting after Repair Work (Interior and Exterior – see drywall exclusion above))

Repainting, staining, or refinishing may be required following repair work performed on the interior or exterior of the home. In such cases, Oakridge Homes will attempt to match the paint color of the repaired areas to the surrounding areas as closely as possible, but color matching is not guaranteed or covered under Builders Warranty. If custom paint has been installed, custom color touch-up is not covered under the Builders Warranty.

Issue: Paint Scratches, Chips, or Blemishes

Oakridge Homes will touch-up any paint scratches, chips or blemishes which are noted in writing (as punch list items) during the Home Orientation with an Oakridge Homes representative. Such items will not be repaired by Oakridge Homes or covered under the Builders Warranty following the closing date.

PLUMBING

Issue: Clogged Pipes, Sewers, Fixtures, or Drains

Oakridge Homes will repair or replace, as needed, all clogged pipes, sewers, fixtures, or drains for a period of one (1) year when such condition was the result

of defective materials or workmanship. Oakridge Homes will not be responsible when such condition was caused by the homeowner, in which case the homeowner will be responsible to pay for any trip or repair charges from plumbing or other trade contractors.

Issue: Plumbing Leaks

Oakridge Homes will repair any plumbing leaks for a period of one (1) year when such condition was the result of defective materials or workmanship. Oakridge Homes will not be responsible when such condition was caused by the homeowner, in which case the homeowner will be responsible to pay for any trip or repair charges from plumbing contractors. Leakage caused by worn washers is a homeowner maintenance item and is not covered by Builders Warranty.

Issue: Noisy Water Pipes

Noises and sounds made by water flowing through pipes and by pipe expansion are considered normal and are not covered under the Builders Warranty. Rattling or “hammering” pipes should not occur and will be repaired by Oakridge Homes for a period of one (1) year.

Issue: Defective Pipes and Fittings

Oakridge Homes will repair or replace, as needed, all pipes and fittings for a period of one (1) year when such condition was the result of defective materials or workmanship. Notwithstanding the foregoing, the Builders Warranty does not cover the water heater or any other part of the plumbing system which is not a structural component of the home or is covered by a manufacturer’s warranty. Further, Oakridge Homes is not responsible to repair any defects or damage to the plumbing system which is caused by anyone other than Oakridge Homes, its agents or subcontractors.

Issue: Defective Plumbing Fixtures or Trim Fittings (faucets and toilets)

Oakridge Homes will repair or replace, as needed, all defective plumbing fixtures and trim fittings for a period of one (1) year when such condition was the result of defective materials or workmanship, with the exception of any defects or damage to the plumbing system which is caused by anyone other than Oakridge Homes, its agents or subcontractors.

ROOFING

Issue: Roof or Flashing Leaks

Oakridge Homes will repair, for a period of one (1) year, roof or flashing leaks that occur during normal weather conditions. Roof or flashing leaks which are caused by homeowner negligence will not be covered under the Builders Warranty.

Issue: Loose Roofing Shingles

Oakridge Homes will repair or replace, as needed loose shingles for a period of one (1) year with the exception of such shingles are damaged by an act of God or anyone other than Oakridge Homes, its agents or subcontractors.

Issue: Roof Component Color and Texture Variations

Variations in the color of existing roof shingles are normal as a result of outside weather conditions, oxidation, or air pollutants. Further the color and texture of new roofing components installed by Oakridge Homes may not match existing roofing components due to weather or manufacturer variations. Oakridge Homes will endeavor to match the color and texture of existing roofing components in repaired areas as closely as possible, but color matching is not guaranteed or covered under the Builders Warranty.

SITE DRAINAGE

Grades have been established by Oakridge Homes to ensure proper drainage away from the home as required by local jurisdictions. Improper drainage of the site occurs when there is standing water in the yard more than 48 hours after a rain. The possibility of standing water beyond 48 hours during unusually heavy rainfall should be anticipated and is not considered a deficiency. Builder is only responsible for initially establishing the proper grades, swales, and drainage away from your home. You are responsible to complete landscaping as appropriate, and maintain grades and swales away from home. You are also responsible for maintenance of yard and downspout drains to keep them clear from obstruction. Builder is not responsible for drainage deficiencies attributable to grading requirements imposed by state, county, or local governing agencies. The completion of front yard landscaping prior to the completion of rear yard landscaping may cause rear yard drainage issues due the additional materials (increased elevation) used in the front yard. If the homeowner modifies the yard with additional grading, plantings, landscaping, concrete or any other obstruction, the homeowner will thereafter be responsible for drainage.

WINDOWS

Issue: Water Leaks

Oakridge Homes will repair water leaks around windows for a period of one (1) year with the exception of water leaks caused by improper homeowner maintenance or damage caused by anyone other than Oakridge Homes, its agents or subcontractors.

Issue: Scratched, Broken, or Cracked Windows

Oakridge Homes will repair, or replace windows which are scratched, broken or cracked when such defects are noted in writing (as punch list items) during the Home Orientation with an Oakridge Homes representative. Such items will not

be repaired by Oakridge Homes or covered under the Builders Warranty following the closing date.

Issue: Windows Difficult to Open or Close

Oakridge Homes will repair or adjust, for a period of one (1) year windows that fail to operate in accordance with the manufacturer's specifications. Homeowners should keep the tracks, channels, and operating mechanisms of the window clean and lubricated.

WARRANTY EXCLUSIONS

The Oakridge Homes Express Limited Warranty excludes coverage of the following:

1. Normal wear and tear or normal deterioration to the home. Any defect caused by, or resulting from, materials or work supplied by someone other than Oakridge Homes, its agents or subcontractors as part of the original purchase.
2. Loss or damage not otherwise excluded under the Builders Warranty which does not constitute a defect in the construction of the home by Oakridge homes, its agents or subcontractors.
3. Loss or damage caused by, or resulting either directly or indirectly from, accidents, riots and civil commotion, theft, vandalism, fire, explosion, power surges, or failures, smoke, water escape, falling objects, aircrafts, vehicles, acts of God, lightning, windstorm, and hail.
4. Loss or damage caused directly or indirectly by surface water, water which backs up from sewers or drains, changes in the water table, or water below the surface of the ground including water which exerts pressure on, or seeps or leaks through, a sidewalk, driveway, foundation, swimming pool or other structure.
5. Loss or damage caused soil movement, including subsidence, expansion or lateral movement of soil.
6. Loss or damage to the home, persons, or property directly or indirectly caused by termites, other insects, birds, vermin, rodents, or other wild or domestic animals.
7. Loss or damage resulting from the use of the home for non-residential purposes.
8. Any condition which does not result in actual damage to the home including, but not limited to, un-inhabitability or health risk due to the presence or consequence of electromagnetic fields, radon, gas, mold, formaldehyde or other pollutants and contaminants, or the presence of hazardous or toxic materials.
9. Bodily injury or damage to personal property.
10. Consequential damages including, but not limited to, costs of shelter, food, transportation, moving, and storage; any other expenses related to the inconvenience of relocation during repairs to the home; and any diminution of the market value of the home.
11. Any damage to the extent that is made worse by:

- a. Negligence, improper maintenance, or intentional or improper operation by anyone other than Oakridge Homes, its agents or subcontractors.
- b. Failure by the homeowner or anyone other than Oakridge Homes, its agents or subcontractors to comply with the warranty requirements of manufacturers of appliances, fixtures and equipment.
- c. Changes in the grading of the ground by anyone other than Oakridge Homes, its agents or subcontractors.
- d. Changes, alterations or additions made to the home by anyone other than Oakridge Homes, its agents or subcontractors.
- e. Dampness or condensation due to homeowner's failure to maintain adequate ventilation.
- f. Loss or damage caused by homeowner not taking timely action to mitigate or minimize damages.
- g. Any defect for which notice is not given to Oakridge Homes in writing within 30 days the homeowner discovered, or in the exercise of reasonable diligence would have discovered.

LIMITED LIABILITY

It is understood and agreed that Oakridge Homes liability, whether in contract, tort, statute, negligence, or otherwise, is limited to the remedies provided in the Builders Warranty and under the purchase agreement, and are limited to repair or replacement. Oakridge Homes aggregate total liability shall not exceed the original contract price of the home. Under no circumstances shall Oakridge Homes be liable for any special, indirect or consequential damages, including without limitation any damages based on a claimed decrease in the value of the home, even if Oakridge Homes has been advised of the possibility of such damages. This Warranty is the only Warranty applicable to the purchase of your home from Oakridge Homes. **All other warranties, express or implied, including but not limited to, all implied warranties of fitness, merchantability or habitability, are disclaimed and excluded.**

Oakridge Homes reserves the right to use its sole and absolute discretion in determining the most appropriate method of repairing warranty defects. In the event that Oakridge Homes offers to resolve an issue for which it bears no responsibility under the Warranty does not create the responsibility to provide resolution in another situation for which it bears no responsibility. Actions taken to cure defects will not extend the period of coverage specified in the Builders Warranty or any applicable statutes of limitation or repose.

WARRANTY DISPUTE RESOLUTION

In the event that a homeowner desires to enforce the terms of this Express Limited Warranty the homeowner shall submit his warranty request to Oakridge Homes within 30 days of the time that the homeowner discovered or in the exercise of reasonable diligence should have discovered the defect. The failure of the homeowner to make



such request within 30 days of the date the homeowner knew or should have known of the defect shall preclude coverage under the warranty.

In the event that Oakridge Homes has failed to resolve the warranty issue with the homeowner within 30 days of its receipt of a written warranty claim from a homeowner may, and as a precondition to any other method of dispute resolution, must commence a mediation of the warranty dispute at Pierce County Center for Dispute Resolution. Each party will pay one-half of the cost of such mediation. Notice of a request for mediation shall be sent to Oakridge Homes by certified mail, return receipt requested.

In the event that the warranty dispute is not resolved in mediation, the homeowner may commence arbitration proceedings before a single arbitrator pursuant to RCW 7.04. Each party shall pay one-half of the costs for the arbitrator. Neither party shall be entitled to recover attorney's fees or costs from the other party. The arbitration hearing shall be conducted at a time and place set by the arbitrator provided that such hearing must occur within 90 days of the appointment of the arbitrator. The decision of the arbitrator shall be issued within 30 days of the hearing and shall be final and judgment may be entered upon it in accordance with the applicable law in any court having jurisdiction thereof.

Summary of Manufacturer's Warranties

<u>Manufacturer</u>	<u>Telephone</u>	<u>Product</u>	<u>Warranty</u>
Alside www.alside.com	800-562-5920	Windows	Lifetime
IKO www.iko.com	877-445-6872	Roofing Shingle	30 years
Delta www.deltafaucet.com	800-345-3358	Plumbing Fixtures	up to 5 years
Whirlpool www.whirlpool.com	866-698-2538	Appliances	See Mfg Manual
Kenmore		Appliances	See Mfg. Manual
Lennox, Train, Carrier		Furnace	See Mfg. Manual
See outside of appliance		Water Heater	

How to File a Warranty Claim

Step by step guide for filing a Warranty Claim

During your Home Orientation, an Oakridge Homes employee explained the Builders Warranty Program. Prior to submitting a warranty claim, please carefully review the Warranty Coverage and the following step by step guide below to determine whether the claimed item(s) are covered by the Builders Warranty.

STEP 1: Is it an emergency Warranty Claim?

Emergencies, as defined below, are problems which require immediate attention to protect you or your family from harm and to avoid damage to your home:

- (1) Loss of Heat
- (2) Severe plumbing or other water leak that cannot be isolated
- (3) Severe electrical problems
- (4) Gas Leaks: Call Puget Sound Energy (888)-225-5773
- (5) Severe roof leak

In the event of an emergency, refer to the Emergency Subcontractor Contact list and contact the supplier directly.

STEP 2: Is the claimed item(s) covered by a separate manufacturer's warranty?

Many of the consumer products provided with your home may be covered under separate manufacturer's warranties. At closing, Oakridge Homes assigns the rights under these manufacturer warranties to the homeowner. **If your claim is covered under a manufacturer's warranty, please contact the manufacturer directly for warranty assistance.** In the event that the homeowner files a timely warranty claim with the manufacturer and fails to receive a response, Oakridge Homes will assist the homeowner in attempting to resolve the claim. We recommend that you review, complete and return any warranty registration forms for these products immediately after you move in to your new home. Please be aware that manufacturer's may charge a service call fee for any non-warrantable (as determined by the manufacturers) repairs or replacement services.

STEP 3: Is the claimed item(s) covered under the Builders Warranty?

Please review the Builders Warranty to determine if the item(s) is covered based on the type of item(s) claimed and the time elapsed since the closing date on your home.

STEP 4: If it is covered under the Builders Warranty (see step 3 above), file a warranty claim.

Oakridge Homes requires that **all warranty requests be submitted via the internet or U.S. mail.** For faster service please submit your warranty request via the internet at



www.oakridgehomes.com simply click under Homeowners Warranty and fill in the pre-loaded form.

To submit a warranty request by U.S. mail, please send it to the following address, including a brief description of the claimed item(s), your address, and your work and home telephone numbers:

Oakridge Homes
Attn: Warranty Department
1620 26th Ave NW Suite A
Gig Harbor, WA 98335

STEP 5: Now that I filed my warranty claim what happens next?

For all warranty claims filed within 1 year following the closing date on your house, an Oakridge Homes Warranty Representative will contact you to discuss your warranty claim within approximately seventy-two (72) hours following our receipt of your request. We will conduct a timely and thorough review of your warranty claim and notify you with respect to our warranty coverage determination on each item. In some cases, it will be necessary to schedule an on-site inspection to further assess whether a claimed item(s) is covered under the Builders Warranty.

If we determine that an item(s) on your warranty claim is covered under the Builders Warranty, we will repair or replace the item, as needed, at no charge to you. The work will be performed by an Oakridge Homes Warranty Professional or trade contractor, as determined and scheduled with you by an Oakridge Homes Warranty Representative. Appointments are generally scheduled in two (2) hour blocks of time between the hours of 7:00 a.m. and 4:00 p.m. Monday thru Friday. Trade contractor appointments are scheduled such that work will commence, but not necessarily be completed, within a four (4) hour block of time between the hours of 8:00 a.m. and 5:00 pm, Monday thru Friday. You or your authorized representative must be present to provide access to your home for warranty items to be completed. A homeowner's failure to provide reasonable access to the home during normal working hours to complete repairs will relieve Oakridge Homes of its obligation under the Builders Warranty.

We take pride in the trade contractors who have been selected by Oakridge Homes. If you are dissatisfied with the quality of work or level of professionalism displayed by one of our trade contractors, please notify Oakridge Homes immediately. Your comments help us maintain the highest level of service for our homeowners.

Please note that weather conditions, labor or material shortages, or other unforeseen or uncontrollable conditions may extend the time that is needed to complete a repair or replacement. Further, extensive scopes of work may require us to schedule a repair or replacement over a series of days.

OakRidge HOMES

We're Building A Better Way

The undersigned acknowledges receipt of the Oakridge Homes Express Limited Warranty.

Signature of Buyer

Signature of Buyer

Print Name

Print name

SAMPLE