

Throughout your first year in your new home, there are areas of your home that may experience minor “weathering” and settlement. These areas may include drywall and ceramic tile. While the presence of these types of conditions are generally not construction defects, as an accommodation to our homebuyers, Homes by Towne® will evaluate such items reported to us under the First Year Customer Care Program and, based on the specific circumstances, may repair these items one time during your first year of homeownership. Since these items will only be considered one time, we suggest that you hold these items for near the end of the First Year of homeownership.

Limited Time Customer Care Program for Manufactured Surfaces

This Customer Care Service will only occur if there is an item that is covered under our Standards of Performance. For this service, it is necessary to submit a Request for Customer Care Service to our Customer Care Service Department. **In the event you do not submit a Request for Customer Care Service for manufactured surfaces within ten (10) days of occupancy, Homes by Towne® shall have no further obligation with respect to Customer Care Service for manufactured surfaces in your home.**

Customer Care Service

As a convenience to you, our valued customer, and to provide you with prompt Customer Care Service, the Homes by Towne® Customer Care Service Department is available. Please contact our office if you want to schedule an appointment.

Other Customer Care Service

If you wish to initiate a non-emergency customer care service appointment, you are encouraged to do so by sending a Request for Customer Care Service to our Customer Care Service Department. Non-emergency requests for Customer Care Service items cannot be accepted over the phone. Please submit your request in writing as detailed in page 2 of this Section.

Emergency Conditions

An emergency condition is an event or situation that creates the imminent threat of damage to your home or creates an unsafe living condition due to a construction defect. While many such situations will not be the responsibility of Homes by Towne®, whenever practical, Homes by Towne® should be immediately contacted to allow us to perform a preliminary determination as to whether the problem should be handled by Homes by Towne®, handled by you with reimbursement by Homes by Towne®, or handled by you at your expense.



For emergency assistance during business hours, call the Homes by Towne® Customer Care Service Department at **(941) 907-9799**. If you are unable to reach Homes by Towne®, you should take those steps necessary and proper to protect your home from further damage or eliminate the unsafe condition. You remain obligated to contact Homes by Towne® at the first practical opportunity. If we determine that the emergency condition was the responsibility of Homes by Towne®, and you took reasonable steps to contact Homes by Towne® prior to authorizing repair work, we will reimburse your reasonable costs incurred in resolving the immediate problem.

EMERGENCY SERVICE IS PROVIDED BY HOMES BY TOWNE® ONLY DURING THE FIRST YEAR CUSTOMER CARE PROGRAM.

Consumer Appliance (“Consumer Products”) Warranties

The manufacturers of your kitchen and other appliances will work directly with you if any repairs are needed for these products. Manufacturers Customer Service Telephone numbers are listed in the use and care materials for the individual appliances provided to you at the close of escrow. Be prepared to provide the model and serial number of the item and the closing date on your home. Appliance warranties are generally for one year; refer to the literature provided by the specific manufacturer involved for complete information. **Appliances or “consumer products” are excluded from the Express Limited Warranty.**

Service Processing Procedures

You can help us to better serve you by including complete information with any Requests for Customer Care Service under the first year Homes by Towne® Customer Care Program or Requests for Warranty Service under the Express Limited Warranty. All requests are to be submitted to the Homes by Towne® Customer Care Service Department at:

HBT AT WATERSIDE LLC
Attn: Customer Care Service Department
6901 Professional Parkway East, Suite 100
Sarasota, Florida 34240

For your convenience, these requests can be submitted by e-mail at our home page **www.homesbytowne.com**

Please include the following when submitting a request:

1. Name, email address, street address and phone number where you can be reached during business hours;
2. Your closing date;
3. A complete description of the problem. For example, “Guest bath – cold water line leaks under sink,” NOT “plumbing problem in bathroom”.

When necessary, a Homes by Towne® Customer Service representative will contact you for an inspection appointment.

1. Appointments are available Monday through Friday 7:30 a.m. to 3:30 p.m. Homes by Towne® requests that at least one of the property owners be present for every service inspection.
2. The items listed in your written request will be inspected to determine appropriate action.
3. If a Homes by Towne® subcontractor or agent is required to complete repairs, please contact our Customer Care Service Department, and we will assist you in notifying the appropriate company and scheduling the necessary repairs.

Completion of service under the first year Customer Care Program can generally be expected within thirty (30) calendar days of any requested inspection unless you are otherwise notified.