



AVONLEY HOMES

WARRANTY MANUAL



979.635.4800

WWW.AVONLEYHOMES.COM



AVONLEY HOMES

WARRANTY INFORMATION

1. CONTACT US

Contact us as soon as possible with the details of your concern, following the guidelines for how to submit a service warranty request to Avonley Homes. This is to be communicated only in written form via letter or through the Avonley Homes website. Verbal or text message requests will not be processed. If your concern is an emergency, these should be reported immediately. Emergencies are most quickly responded to by first contacting the appropriate subcontractor. The Avonley Homes goal is to promptly respond to all emergent and non-emergent service requests.

2. ALLOW US TO INVESTIGATE

Upon receipt of your service request, we will review the details and investigate the item or items of concern. This may involve sending an Avonley Homes' team member or subcontractor to your home to do an inspection, perform tests, and analyze the situation. We will need your cooperation should we need to meet at your home during normal working hours.

3. AVONLEY HOMES RESPONDS

After reviewing and analyzing the situation, we will notify you if there is a construction defect covered under your New Home Warranty. If it is a covered defect we will make repairs or at our option replace it as provided in the warranty.

4. REPAIR PROCESS BEGINS

Work will begin on your home after the concern is accessed and determined that it is in fact warrantable. We will need access to your home during normal working hours to repair the defect. We may ask that you be at home when the work is performed as we prefer not to be in your home when you are not there. We will start and complete the work as soon as possible based on your schedule, our work schedule, and the contractors availability and the materials required to do the work. It is our goal to have all repairs completed within 30 days upon receipt of your warranty service request.



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WARRANTY BASICS

- Please be conscious of what is considered a warrantable issue.
- Be familiar with your New Home Warranty. It details what is considered warrantable and gives guidelines in handling warrantable service requests.
- Warranty requests must be submitted in writing through the Avonley Homes website or by mail. Verbal and text message requests will not be accepted.
- Your service request will be assessed for eligibility of coverage.
- If a service request is completed at your home and the reported issue was determined to be caused by people, pets, pests, or lack of maintenance, the homeowner will be responsible for the service call charge.
- All warranty requests are handled on a first in/out basis. You will be contacted within 2 business days upon receipt of your request to notify you of our course of action. Please note that mailed in warranty items might incur delays due to mail service delays or holidays.
- Non emergent service requests will be handled Monday-Friday, 8:00 -5:00.
- Typically, we will inspect the problem so that we have a complete understanding of the request and then set an appointment to begin work.
- Warranty repairs will be scheduled for completion within 30 days upon receipt of your written request. Occasionally, due to circumstances beyond our control, this process may take longer due to delays in material acquisition, sub-contractor schedules and conflicts, weather, and holidays.



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HOW TO SUBMIT A WARRANTY REQUEST

NORMAL SERVICE REQUEST // Preferred Method:

Fill out the warranty service request online:

<https://www.avonleyhomes.com/warranty-info>

Go to www.avonleyhomes.com and click on homeowners at the top of the page, then click on Avonley Warranty – Find Out More- then fill our pertinent fields, and submit.

Other Method:

1. Mail request to Avonley Homes (please note: delays in receiving will occur when mailed)
3900 State Hwy 6 S., #110, College Station, TX 77845

EMERGENCY SERVICE REQUEST // Follow These Steps:

1. We authorize you to directly contact the applicable subcontractor identified on the list provided to you by your superintendent.
2. In addition, please send warranty request through Avonley Homes website to inform us of warranty item.

*****PLEASE NOTE: Verbal (phone or in person) and text message requests will not be accepted***



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EMERGENCY WARRANTY

As stated in your New Home Warranty, an emergency means a substantial risk of serious physical damage to the home or a substantial risk of serious bodily injury to its occupants if a Defect or Major Structural Defect is not immediately repaired.

Please read further in your New Home Warranty for more details and refer to this list below for DEFECTS that would be considered an EMERGENCY.

- Total loss of heating or air conditioning during extreme weather conditions.
- Total loss of electricity. (Check with the utility company prior to reporting this to Avonley Homes or an electrician)
- Plumbing leak that requires the entire water supply to be shut off or causes damage to the home or its contents
- Total loss of water. (check with your water company to determine if your area has a general outage)
- Gas leak (safely leave your home, check with your gas provider prior to reporting, and follow emergency procedure from remote location)
- Electrical problem that is a fire hazard or a source of danger.
- A total stoppage of the plumbing drain system. (ex: the main sewer line is clogged making it impossible to utilize the plumbing system in your home)
- Any other problem that, without immediate correction and precautionary measures, creates a potential for bodily harm that cannot be reasonably avoided.