

# WARRANTY INFO

Congratulations on the purchase of your new Riverside Home. We never take for granted that people have a choice in their home builder and are honored you chose our team to build your home.

At Riverside Homes, we offer our homebuyers a peace of mind with a 2-10 Front Line Home Buyers Warranty. At closing, we enroll your home in the 2-10 Front Line Home Buyers Warranty program which includes 1-Year Workmanship, 2-Year Systems and 10-Year Structural coverage.

## HOME WARRANTY PROCESS

- **Register for a 2-10 Front Line Home Buyers Warranty immediately after closing for processing.** Registration must be processed before an online warranty request can be submitted. The registration process could take up to 3-4 weeks with 2-10. To register, please visit <https://secure.2-10.com/homeowner/>.
- **Register your appliances and HVAC immediately after closing.** This must be done within 30 days of closing. Most manufacturers will let you register your appliance right on their website. All appliance warranty items are to be addressed directly with manufacturer.
- **Who handles a warranty item immediately after closing?** The superintendent is responsible up to 60 days after closing for emergency items and they should also be reported to 2-10 Front Line Home Buyers Warranty. All non-emergency items are to be added to a 60 day list, which should be provided to the warranty team just prior to the 60 Day Walk.
- **Please remember to send any emergency warranty requests through 2-10 Front Line Home Buyers Warranty so items can be documented and tracked for your protection.** If you need to speak with someone directly regarding warranty issues, please call 2-10 Home Buyers Warranty at 1-800-811-8787 to speak with a Front Line Warranty Service Specialist.
- **The warranty team will contact you prior to the 60 Day and 11 Month Walks, and will request a list of items to be assessed.** Please maintain a list of NON-URGENT issues to submit at your 60 Day Walkthrough and then again for your 11 Month Walkthrough appointments.
- **Landscaping and irrigation are not covered under the warranty (as per the warranty guidelines).**

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