



BENCHMARK

WARRANTY SERVICE

Benchmark Homes Ltd. offers service to your new home on three occasions within the first year of possession.

30 Day Request for Service:

This time frame covers any defects that were not noticed during the initial walk thru procedure **except for paint defects**. Please note that we do not perform paint touch ups in the house after the initial walkthrough. It is important to review your home and your contract at the 30 day time frame so that any items overlooked will be reviewed. Items after this period may be classified as a latent defect, such as a missed item or contract discrepancy and will not be addressed at a later date. Please note that all drywall repairs will not be addressed until the 11 month service request.

6 Month Request for Service:

This timeframe covers normal repairs that have been noticed for your home. Please note that items that were caused by neglect or lack of maintenance will not be addressed.

11 Month Request for Service:

The timing for the 11 month list is to give the builder enough time to review items and contact companies before the 12 month warranty ends. Please note all drywall repairs will be performed at this time.

Drywall Repairs:

- The home owner is responsible for painting after drywall repairs. The area usually requires three coats of paint.
- Please review Travelers Guarantee Company of Canada's Warranty standards to see what is classified as an area requiring attention. For an example the area must be notable from 6ft away and must be protruding through the paper membrane.
- Drywall repairs require three days of appointments to allow for drying and sanding.
- You must remove items out of the room or cover them as drywall dust travels throughout the area.
- You can run a vacuum for the drywall repair person to help minimize drywall dust.
- The builder is not responsible for cleaning after drywall repairs.



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****IMPORTANT****

The builder will ONLY respond to request for services on the builders forms provided in your binder or form submitted through our website under "Customer Care" at www.benchmarkhomesltd.com. No emails or phone calls will be addressed unless it is an emergency situation. This is to document all service required on your home for everyone's protection.

Any claims made that fall in between the 30 day, 6th month and 11th month time periods (*i.e. claim made 3 months after possession of your home*) for repair will be subject to a \$50 service fee if they are deemed not to be an emergency. These fees will have to be paid in full before any further warranty work will be performed on your home. NOTE: DUE TO LARGE WORKLOADS PLEASE DO NOT CONTACT OUR OFFICE OR OUR DEFICEINCY CONTRACTOR UNLESS THERE IS AN EMERGENCY.

Once the request for service form has been received in our office it will be reviewed to see what items are covered under Travelers Guarantee Company of Canada's standards. Once this has been completed a service representative will contact you within 14 days to review the list with you to determine the course of action to repair your home.