

TLC Home Builders Warranty Service

Notice to Homeowner

TLC Home Builders provides a 12-month limited warranty for all of our homes. Homeowners should notify TLC Home Builders in writing of the opportunity to schedule their 11-month Warranty Service Walkthrough. To ensure efficient service and minimize inconvenience, we request that homeowners consolidate “non-emergency” items into a single request to be addressed at the time of the walkthrough. We also encourage homeowners to refer to the AHBA Homeowner Handbook to confirm that requested service items are covered under the warranty Terms of Service. The process for obtaining warranty service is described below.

Step One:

To schedule warranty service, homeowners should complete a Warranty Service Request form (enclosed herein) and fax or e-mail it to our office. TLC Home Builders will issue an e-mail acknowledging that the request has been received, and a TLC Home Builders representative will contact the homeowner within 2 business days to schedule a visit to review the request with the homeowner. The TLC Home Builders representative will attempt to contact the homeowner by phone and e-mail to schedule this meeting. If the homeowner is unable to meet with a TLC Home Builders representative within 14 days of the initial submission, the warranty request will expire, and the homeowner will be required to resubmit the request to obtain service.

Step Two:

At the scheduled visit, a TLC Home Builders representative will meet with the homeowner to review the submitted warranty request form. At this time, the representative will notify the homeowner of the items TLC Home Builders agrees to repair under the terms of the limited warranty, as defined in the AHBA Homeowner Handbook. The TLC Home Builders representative will take photographs to document the condition of the items to be serviced, and the homeowner and TLC Home Builders representative will sign the modified warranty request form.

Step Three:

When the agreed upon items have been serviced, the homeowner and service representative will meet again to review the completed warranty request. If the homeowner approves the service, the TLC Home Builders representative will take photographs to document the condition of the items after warranty service. At this point, the homeowner will be asked to sign the completed form as acknowledgment that appropriate service has been rendered.

Please send request via email to
warranty@tlchomebuilders.com or via fax to
770-559-1347

