



Your New Home WOW

(Warranty Orientation Walk-through)

The Warranty Your new home comes with a warranty that is provided by your builder. Here's what you need to know:

- It's a one-year warranty based on nationally accepted standards published by the National Association of Home Builders (NAHB).
- It's designed to address issues that should not happen (like a water leak under the sink); issues typical to aging, seasonal changes or wear and tear are homeowner maintenance (like loose hinges, wood shrinkage, or paint scuffs).
- It focuses on function, not appearance.
- It doesn't extend to manufactured components (like appliances); they are covered by the manufacturers' warranty.
- Repairs are done by the original contractors (not BBSG). Unless extenuating circumstances exist, service is provided during normal business hours only.
- Most builders provide for two service windows during the warranty period for reporting non-urgent issues.
- *Only issues properly reported during the warranty period are covered!*



builder/
buyer
services
group

BBSG The Builder/Buyer Services Group has been hired by your builder to professionally manage your warranty issues. Here's what you need to know:

- We provide *WE Care* (Warranty Expert) services for builders and buyers nationwide.
- Following the WOW, your Warranty Expert will contact you via email with a link to the warranty book and your login credentials for our online reporting portal.
- Your builder is still responsible for addressing warrantable conditions; we serve to communicate and track your issues. (*Like the mailman, we deliver and track the mail!*)
- See our website at www.BBSGUSA.com for more information.

The Walk-through Generically, the purpose of the walk-through is to discuss or demonstrate features of the house, to create a punchlist of issues needing to be completed or resolved, and to mark cosmetic blemishes needing touched up. While every builder is somewhat unique in their approach to the walk-through, here's what you need to know:

- The house will typically not be move-in ready. The walk-through is often scheduled several days prior to closing so that the builder will have time to address previously unidentified issues. Whenever possible, it will also be scheduled before the painter's last round of touch ups.
- Nothing is perfect and every house will have some "character". Valid cosmetic blemishes are defined nationally by the "6-foot Rule" which boils down to those bumps and bruises easily seen at a reasonable distance back, perpendicular to the surface, with normal lighting and casual observation.
- Cosmetic issues are marked with tape or stickies; non-cosmetic issues go on the punchlist.
- If you paid for an independent inspection, the builder will do his/her best to address reasonable concerns, *but is only obligated to address code issues.*



WE Care...Welcome Home!