## How to Submit a Warranty Claim

First of all, we are sorry you are having an issue. While we always strive for perfection, we realize that warranties exist for a reason. Let's get it resolved, shall we?

Step 1.) Verify that your issue is covered under warranty.

Here is a copy of the Warranty Agreement through QBW: <u>https://buildkeystone.com/wp-content/uploads/2017/04/Warranty-Manual-Updated-2016.pdf</u> Here is a copy of the Warranty Flyer telling you what is covered: <u>https://buildkeystone.com/wp-content/uploads/2017/04/My-Coverage-Flyer-1.pdf</u>

Step 2.) Is this issue a warranty emergency?

If so, call one of the emergency contact numbers found on the Customer Care page: <a href="https://buildkeystone.com/customer-care/">https://buildkeystone.com/customer-care/</a>

#### EMERGENCY CONTACT INFORMATION:

#### Electrical

Ferrell Electric - (706) 533-1300 or (706) 833- 1531

#### Heating & Air

Greater Augusta: Southern Mechanical - (706) 823-0004

Greater Savannah: Beasley's Conditioned Air - (912) 858-2085

#### **Plumbing** Hardy Plui

Hardy Plumbing - (706) 863-2110 **Septic Tank** Aiken Area: Carolina Septic Service - (803) 202-0442 Statesboro Area: Southern Piping - (912) 690-2599 Savannah Area: Rahns Septic Services - (912) 826-5585 **Whirlpool Appliances** Whirlpool Customer Service - (800) 253-1301

If it is not an emergency, determine the category of your claim. Options include: plumbing, electrical, carpentry, HVAC, tile, cabinets, windows, closet systems, paint, brickwork, and many more. Take time to choose the one that most closely matches your issue, to ensure it goes to the correct place.

KEYSTONE HOMES	Find Your Home ~	Home Pla	ns Financing	Build c
All Siding (vinyl and fiber cement)			raing	_
Exterior columns			Siding	
Cabinet issues			Cabinets	
Interior Doors			Interior Trim	
Exterior Doors			Windows	
Bathroom Plumbing Fixtures			Plumbing	
Bathroom Light Fixtures			Electrical	
Bathroom Towel Holders, etc.			Closet Systems	
Bathroom Fans			HVAC	
Tile Backsplashes			Tile	
Grout between tile and granite			Tile	
Exterior Stone			Brick-work	
Seperating Cabinets			Paint	
_				

Step 3.) Go to https://buildkeystone.com/warranty-submission-instructions/

Step 4.) Under the list provided, click "here" to indicate you would like to begin your warranty submission.	Seperating Cabinets To begin your warranty submission, please o	Paint
	Downloadable Files	

### Step 5.) Click "Start New List of Repairs"

HOMES	(706) 651-0075 <i>If you are experiencing an emergency issue, please DO NOT use this sy please contact the Trade Partner directly.</i>	stem. For emergency contact
By using this s Service Start New List of Repair Continue Saved/Unsuk	site, I agree to the Terms of Use Agreement <b>e Request Login - Select an Option</b> irs pomitted List of Repairs	lt is our pleasure communicate issu Builder Administr

By using this site, I agree to the Terms of Use Agreement Service Request Login - Select an Option

Start New List of Repairs

Enter Address of Property\*

6307 Southbroom Drive Evans, GA 30809
6309 Southbroom Drive Evans, GA 30809
6310 Southbroom Drive Evans, GA 30809
6317 Southbroom Drive Evans, GA 30809
634 Brewer Dr Aiken, SC 29803

**63**3 Colston Ave Aiken, SC 29801 **63**6 Colston Ave Aiken, SC 29801

637 Colston Ave Aiken, SC 29801

Enter Contact Phone Number\*

Start List

63

Step 6.) Begin typing in your address into the first box.

Step 7.) **VERY IMPORTANT**!! You must select your address from the dropdown list. (You cannot let your browser autofill your address.) Otherwise, the system will not work, and you cannot submit your claim. If your address does not appear please email <u>warranty@buildkeystone.com</u>

Step 8.) Fill in your best contact information. This is how they will reach out to you, if needed.

Step 9.)	Click "Start List"
----------	--------------------

Step 10.) Click "Add New Repair Item"

epair Items	5					
				dd New Repair Item	Sive and Submit Later   Submit	t Reques
↓1 Req. No.	† Request ↓† Date	Category	Issue Description	IP Audress	Upload File(s) or Photo(s)	
No data availa	able in table					
			the Harrison but	a File Turney MS Word Tout DN		THE FLAD
			*Allowab	e File Types: WiS-Word, Text, Pivo	a, JPEG, GIF, and PDF. Maximum Si	ize: Sivib
howing 0 to 0	0 of 0 entries		^Allowab	e File Types: MS-Word, Text, PN	a, JPEG, GIF, and PDF. Maximum Si	
howing 0 to 0	0 of 0 entries		"Allowad	e nie Types: MS-Word, Text, PN	S, JPEG, GIF, and PDF. Maximum SI	> >>
howing 0 to 0	0 of 0 entries		-Aliowad	e nie Types. MS-Word, Text, PN		> >>
howing 0 to 0 epair Attach	0 of 0 entries hments		~Allowab	e rite types. Mis-word, Text, PN	, j PEG, GIP, and PDF. Maximum SI	> >>
howing 0 to 0 epair Attach	0 of 0 entries hments		*Allowab	e nie types, ws-word, text, ew	, j PEG, GIP, and PDF. Maximum SI	> >>
howing 0 to 0 epair Attach <b>Req. No.</b>	0 of 0 entries hments file Name		-Allowab	ti Date	(, ) PEG, GIP, and PDF. Maximum Si (<< < 2 ) ] ] Delete	> >>
howing 0 to 0 epair Attach <b>Req. No.</b> No data availa	b of 0 entries		Type	It Date	(, ) PEG, GIP, and PDF. Maximum SI (<< < 2 ) ] ] Delete	> >>
howing 0 to 0 epair Attach Req. No. No data availa	b of 0 entries hments It File Name able in table		*Allowab	e File Types: MS-Word, Text, PN	s, JPEG, GIF, and PDF. Maximum SI	ize: 5MB

	By using this site, I agree to the Terms of Use Agreement
	Service Request Login - Select an Option
Sta	rt New List of Repairs
Ente	er Address of Property*
Ι	
Ente	er Current Homeowner Name*
Ente	er Contact Name*
Ente	er Contact Email Address*
Ente	er Contact Phone Number*
Sta	art List

# Step 11.) Fill in the pop-up form.

Select the category that you chose earlier. Be specific about the location. For example: "The hose bib on the back-right corner of the home; it is behind the fence," or "the master shower, on the lower half." For the description, give them as many details as possible. Under what circumstances does the problem occur? You will have a chance to add photos later.

<b>N</b>	HELP
Poperty	Locations*
016 Swan Court	This is take please ignore.
Category*	
Lot drainage	\$
	li l
Description of Issue (2000 chars. ma	x)*
I am attempting to create a demonst	ration to help people use the
Black	
warranty system. Please disregard.	
warranty system. Please disregard.	
warranty system. Please disregard.	

Step 12.) Click "Add to Repair List."

Step 13.) Save your PIN number and check your contact info for accuracy. You will need your Pin to access <u>this</u> repair list in the future for any reason. No PIN = No Access.

rty Information			$\frown$
			Change Cost
			Change Con
Enrollment No.	Development	Lot Number	Settlement Date
559728	Gregory Landing	2-B	11/14/2018
Address	Current Owner	Contact Name	Email Address
1016 Swan Court North Augusta, SC 29860	Your Name	Name of person to contact	email@yahoo.com
Phone Number			
(555) 555-555			

Step 14.) You may add photos, or other repair items from here. Make sure your first item looks right.

				$\sim$				
Repair Items	S							
				Add Nev	v Repair Item	/e and Submit Late	er Submit Request	
Req. No.	Request ↓↑ Date	↓↑ Category	Issue Description	IP Address	Upload File(s	;) or Photo(s)		
0038- 0052219	04/18/2019	Lot drainage	l am attempting to create a demonstration to help people use the warranty system. Please disregard.	50.251.23.113	Choose File Upload	No file chosen	Delete	
			*Allowable	File Types: MS-Wo	ord, Text, PNG, IPE	G, GIF, and PDF. M	laximum Size: 5MB	
Showing 1 to	1 of 1 entries					<<	< 1 > >>	
Repair Attac	hments							
Req. No.	It File Name	2	↓† Type	1 Date		Ţ.	Delete	
No data avai	lable in table							
			Allowable	File Types: MS-Wo	ord, Text, PNG, JPE	G, GIF, and PDF. M	laximum Size: 5MB	
Showing 0 to	0 of 0 entries					<	< < > >>	
			MOS	Tim	npol	rtan	t Ste	p!
ep 15.) Ibmit Thi	Click "Su is Reques	ubmit Reque	est" and <sup>4</sup> Submit F	equest				×
			Please be sure Once the requ will no longer	e that you are re est is submitted be able to acces	eady to submit the submit the second se	nis request. ns will be sent to	the builder and you	c
<b>DW, Y(</b> nat's Nex	ou're a	all done	!!			Subm	ait This Request	el

- At this point you should receive an email confirming your submission.
- The warranty submission will go directly to the trade person who needs to handle it (plumbing issues will go to the plumber, etc.)
- Please allow 3 weeks for nonemergent issues.
- When the work has been completed, you will receive an email notification letting you know the ticket has been closed.
- If you still have questions or concerns, please direct them to warranty@buildkeystone.com