

# What's Not Covered Under Warranty: 10 Common Requests

If you ever have questions about items that are covered under our warranty program, refer to the *New Home Buyer Orientation DVD* given to you with your *Buyer Walk Through Booklet*. Here are some frequent requests that are not covered, along with tips on how to avoid problems.

- 1. BRICKS AND ROCK**  
Expect bricks to have some color variances in mortar joints. Repeated cleaning of brick may damage intended finish. Cracks, surface chips and white chalk-like substances are inherent in stone and brick and are not a sign of defect.
- 2. CAULK**  
Shrinkage of caulk occurs. For best results, re-caulk interior and exterior areas regularly, especially wet areas.
- 3. CONCRETE**  
Cracks, pitting, spalling (chipping), powdering or scaling in concrete are likely to occur. These are cosmetic only and do not affect the structural integrity of concrete.
- 4. COUNTER TOPS**  
Marble & laminate tops must be protected from sharp objects, heat and abrasives. Some markings may be apparent from the manufacturing process. Do not allow water to stand on counter top seams. Damage may occur which is not warrantable.
- 5. DRAINAGE**  
Unplanted yards can wash out with one rainfall. Maintenance of established drainage pathways is a homeowner responsibility.
- 6. HARDWARE ADJUSTMENTS**  
Door handles can loosen. They can be tightened with a screwdriver in seconds. Be careful, however, not to over-tighten screws.
- 7. PAINT**  
We leave a paint touch-up kit that's perfect for minor move-in nicks, scratches and other cosmetic concerns for the interior.
- 8. SCREEN AND WINDOW PANES**  
Exterior windows are carefully inspected at your Buyer Walk Through. Missing screens and defects or damage to screens or windowpanes not noted at the time of your Buyer Walk Through are not warrantable after closing.
- 9. STORM DAMAGE**  
Damage to the home due to weather conditions including high winds, rain, floods, hail and other natural weather occurrences are not warrantable.
- 10. VINYL**  
Vinyl flooring is carefully inspected at your Buyer Walk Through. Because vinyl is a soft product that can be easily damaged, it is not warrantable after closing.