

# KEGONSA BUILDERS, INC.

## CUSTOMER SERVICE PLAN

The Kegonsa Customer Service Plan, together with the Kegonsa Limited Warranty, assures you that the ownership of your new Kegonsa home will be a pleasant and enjoyable experience.

**The Kegonsa Customer Service Plan is a three phase program . . . . .**

### **First, Orientation and Pre-closing Inspection**

Upon the completion of your new home, a Kegonsa representative will conduct a thorough walk-through to fully explain all aspects of the construction and mechanical systems, as well as to develop with you a punch list of items to be completed prior to or shortly after closing. You will be contacted on a regular basis after closing to monitor our progress with any remaining punch list items. Walk-through appointments generally take two hours and can be scheduled Monday - Friday, 8 a.m. - 3 p.m. It is suggested that you not be accompanied by friends, family or pets.

### **Second, 60 Day Courtesy Visit**

At the 60 day anniversary of your purchase you are encouraged to complete and submit the 60 Day Warranty Service Request Form included in your Kegonsa closing booklet. Under normal conditions, you can expect warranty repairs to be completed within 30 days following our 60 day courtesy visit to your home, subject to weather conditions and availability of materials. In order to expedite the completion of warranty repairs, you may make arrangements for Kegonsa to have access to a key to your home. If you wish to be present when work is performed, Kegonsa personnel are available Monday - Friday, 8 a.m. - 3 p.m. Just as is the case for pre-closing inspection punch list items, you will be contacted on a regular basis to monitor our progress with your 60 day courtesy visit warranty repairs. Please note that the 60 day warranty service request form must be received by Kegonsa within thirty days of the 60 day anniversary of your purchase.

### **Third, One Year Anniversary Service**

At the first anniversary of your purchase you will receive a One Year Warranty Service Request Form. You are encouraged to list warranty repairs and return the form to Kegonsa. Under normal conditions, you can expect the warranty repairs to be completed within 30 days following our first anniversary service visit to your home, subject to weather conditions and availability of materials. To expedite the completion of warranty repairs, you may make arrangements for Kegonsa to have access to a key to your home. If you wish to be present when the work is performed, Kegonsa personnel are available Monday - Friday, 8 a.m. - 3 p.m. Just as is the case for the pre-closing inspection punch list and the 60 day service request items, you will be contacted on a regular basis to monitor our progress on your one year anniversary warranty repairs. Please note that the one year warranty service request form must be received by Kegonsa within 30 days of the one year anniversary of your purchase.

In order for our Customer Service Plan to operate at maximum efficiency, as well as for your convenience, except for a situation that is considered an emergency, we ask that all warranty service work be directed to the punch list, 60 day courtesy visit and one year anniversary time frames.

**. . . . designed to provide the finest in new home warranty service!**

April 17, 2007