

# SUBMITTING A WARRANTY REQUEST

In the event you should experience any warrantable issue in your home, a Warranty Repair Request Form must be submitted to our corporate office for review. No inspections can be made and no work can be done without this first step. Once your request is received you should expect to hear from someone in the next 24 hours to schedule an inspection.

A hard copy of the form is provided to you in your warranty manual and it is also on our website [www.angliahomeslp.com](http://www.angliahomeslp.com). Please follow all instructions on the form. If it is filled out incorrectly we will be unable to process the form in our office and you will be required to resubmit.

## **FAX** ◦ 281.253.1190

The Warranty Repair Request Form can be faxed to our corporate office. Please call to confirm with our office that it has been received.

## **EMAIL** ◦ [warranty@angliahomeslp.com](mailto:warranty@angliahomeslp.com)

The Warranty Repair Request Form can be emailed to our office in PDF format. Photographs, IMG Files, or screenshots cannot be processed. A confirmation email will be sent to you that it has been received

## **MAIL** ◦ 1575 Sawdust Road ◦ Suite 500 ◦ The Woodlands, TX 77380

The Warranty Repair Request Form can be mailed to our office. If you have an issue that needs immediate attention, please use one of the other methods so as not to delay repairs.

## WARRANTY PROCESS

After submitting your Warranty Repair Request Form, your request will be processed and warrantable work will begin. We will do our very best to complete any repairs immediately, but depending on your schedule and the schedule of our vendors and trades some repairs may take longer. However, efficiency is our goal, and your time is precious to us. Our Warranty Department is open from 8:00 AM – 5:00 PM, Monday – Friday.

### **SUBMISSION**

If you discover a problem with your home, no matter how big or small, submit a Warranty Repair Request Form to our corporate office.

### **PROCESSING**

The Anglia Homes Warranty Team will process your request in our corporate office and assign it to one of our friendly Warranty Field Representatives.

### **REPAIRS**

An Anglia Homes Warranty Field Representative will contact you within 24 – 48 hours of your submission and will schedule an inspection of the problem you are experiencing. Once they have met with you and determined the best course of action, work will begin on warrantable items under their supervision. You, or an adult that you designate, must be at the home at the time any repairs are made inside your home. You may authorize repairs be made on the outside of your home, without you present, should that be necessary.

### **COMPLETION**

After the repairs have been completed, your Warranty Field Representative will meet with you again to go over the repairs that have been made, and answer any questions that you may have. At this time, you will complete the warranty process by signing the Warranty Request Form indicating that work has been completed and any unwarrantable items have been explained to you in full.

*Please remember that if you have questions or concerns at any time, we ask that you contact our corporate office so that we can be of assistance.*