CUSTOMER SERVICE REQUEST FORM

TO: ROEM BUILDERS, INC. 1650 LAFAYETTE ST., SANTA CLARA, CA 95050 FAX: 408.984.3111

ATTN: CUSTOMER SERVICE SERVICE@ROEMCORP.COM

FROM: _____ **ADDRESS/LOT:** _____

TEL. # _____ **CELL #:** _____ **EMAIL:** _____

SUBJECT: _____

DATE: _____ **DATE DEFICIENCY FIRST DISCOVERED:** _____

HOW TO USE THIS SERVICE REQUEST TEMPLATE

For a period of one year from your close of escrow, you are covered by our express written warranty covering fit and finish of building components and are subject to the terms and exclusions of that warranty. The fit and finish warranty means that the builder will repair *significant* defects of failure of these items. **Scratches or damages caused by the homeowner or others after the move in are the responsibility of the homeowner**. Nothing in this document is intended to imply that the builder is offering an enhanced protection agreement.

First: Review the Warranty to determine what it says regarding the item you believe requires service.

Second: Complete this customer service request form. Please include your address and work and home phone numbers. Describe in sufficient detail the item, including the location of the item requiring service to ensure a prompt response. Please also note that it will be most effective to combine multiple requests at regular intervals, i.e. after 90 days, 6 months, and 11 months.

Third: Email, Deliver, Mail, or Fax the completed form to the contact information above.

DESCRIBE NATURE OF DEFICIENCY IN DETAIL INCLUDING LOCATIONS AND SPECIFICS:

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DETAILED DESCRIPTION OF REQUESTED REPAIRS:

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