

# WARRANTY RESOLUTION

The RWC Customized State Limited Warranty defines the gray areas. It provides standards to determine potential defects, the builder's obligations, and how to resolve warranty issues.

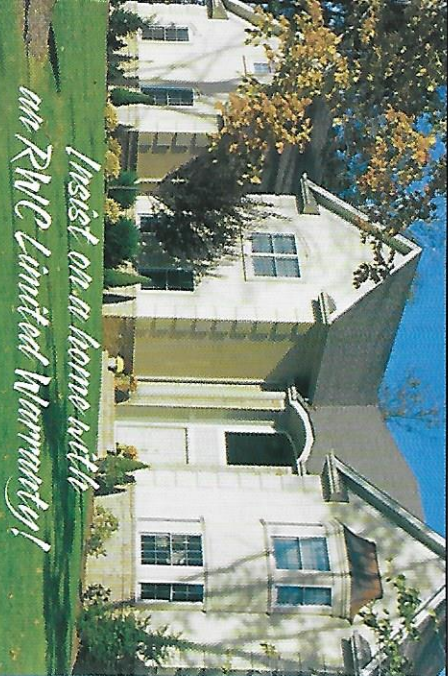
## *Effective dispute resolution for builders and homeowners.*



Even with a written warranty, builders and homeowners may not always see eye-to-eye. Fortunately for both parties, the RWC warranty includes an arbitration process to resolve disputes quickly and inexpensively.

## **Make the Right Choice**

Enhance your new home purchase by choosing an RWC Builder. You will receive written, insured warranty protection as well as the assurance that your home was built by a qualified professional. Make sure you get an RWC warranty on your new home. Ask your builder for more details.



*Insist on a home with  
an RWC Limited Warranty!*



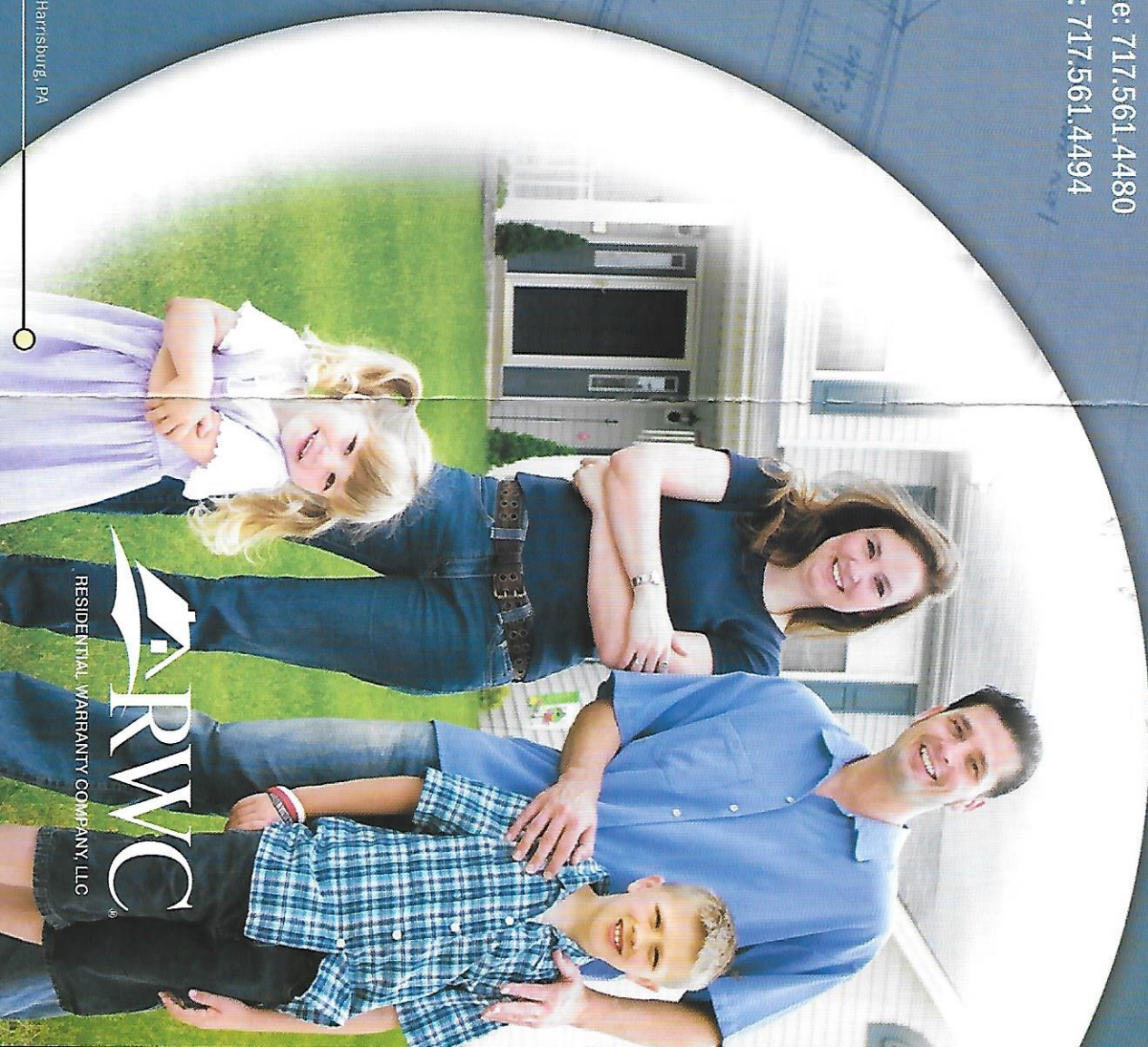
RESIDENTIAL WARRANTY COMPANY, LLC

5300 Derry Street, Harrisburg, PA 17111

Phone: 717.561.4480

Fax: 717.561.4494

# Customized State Warranty For New Homes



RESIDENTIAL WARRANTY COMPANY, LLC

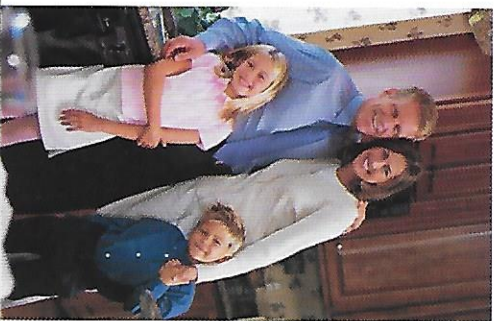


# PROTECT YOUR INVESTMENT

A home is a major investment, one of the largest purchases most of us will ever make. You want to be sure your new home is a good investment, that it was built by an experienced professional builder, and that quality materials were used. Although the finished product looks great, are you assured that the "structure" is built soundly.

## Assurance That Your Home Was Built By A Qualified Professional

Your builder has chosen to be a member in Residential Warranty Company, LLC's (RWC) insured warranty program. Members are thoroughly examined annually for financial stability, customer satisfaction and technical competence. Additionally, RWC builders must comply with specific construction standards in order to have their homes warranted by RWC. This is your assurance that your home was built by a qualified professional.



## Exclusive Coverage For Your State!

Your builder also chose to include RWC's Exclusive Customized State Limited Warranty on your home. This warranty is unique in that it is specifically written (with regards to building practices) according to your state's provisions. Many warranties are standard across the nation, have the same terms and are used in every state. RWC's Customized State Limited Warranty provides you with specific protection for the length of time determined by your state. This warranty complies with state jurisdiction.

# HIRE THE BEST

Your builder has recognized how important it is to supply homebuyers with a written, insured third party warranty from RWC.

Each state's coverage and term varies. Be sure to review the Limited

Warranty book to familiarize yourself with the protection provided. The Limited Warranty book clearly identifies the state in which your home is located. The RWC Customized State Limited Warranty assures you that if you have a warranted problem within the applicable coverage period, it will be corrected by the builder, or RWC will fulfill your builder's obligations under the warranty.\*

*\*There are limitations within the terms of the warranty. Refer to the actual document for specific details.*



## Value Added To Your New Home

The RWC Customized State Limited Warranty is an excellent sales tool if you decide to sell your home within the term of the warranty. The remaining warranty protection automatically transfers to future homeowners.

# THE WARRANTY

The RWC Customized State Limited Warranty provides excellent protection for your new home. The following is a brief overview of the warranty. There may also be warranty standards specific to the state in which your home is located so be sure to read your warranty book thoroughly. You should also familiarize yourself with its definitions, limits of coverage and warranty resolution process.

## Workmanship & Materials

Year one warranty items that do not meet warranty standards in the first year of the warranty period will be corrected by the builder.

## Structural Elements

In the unlikely event that your new home develops a warranted structural defect as defined in your warranty book, the defect will be corrected by the warrantor. \*

## Maintaining Your Home

With any new home, ongoing maintenance is necessary and is the homeowner's responsibility. Your builder can assist you in understanding how you can take care of your home to avoid problems.