

PRODUCT INSPECTION & CLAIMS PROCEDURE (CD14)

USE FORM CD15 FOR CLAIMS

THIS IS A SUMMARY and QUICK REFERENCE FORM ONLY

Once you have received your house, there is a procedure that you **MUST** follow to assure that all materials are accounted for and that any damage is properly and promptly reported. It is **YOUR** responsibility to properly protect and insure the house after delivery. Any damage subsequent to delivery, or result of off road delivery to your on site location, is **YOUR** responsibility. Refer to (CD08) and your full contract for more detailed responsibility and procedure listings. **WARRANTY claims may not be honored unless you follow this procedure.** All communication regarding service must use this procedure and be submitted directly to Hallmark Homes, Inc., in writing, timely and with proper documentation.

1. **DAY OF DELIVERY**, you or your representative **MUST** be on stand by with a working phone number as entered on Form CD04, "Map-Directions to the Site", to assist the drivers during delivery.
2. **UPON DELIVERY**, (you or your representative **MUST BE** present to receive your house) you **MUST** inspect the boxes and report any obvious damage to the driver on their report and notify the Hallmark office immediately. Keep a copy of the delivery report for your records. Make sure you protect your house!
3. **UPON SET**, you **MUST** inspect the interior of the house for any warranty-covered damage as might be obvious during a walk through. This must be done upon set but no later than 5 days after delivery, which ever occurs first. Cosmetic cracks or alignment requirements are **NOT** items that fall under the warranty.
4. **DURING AND AFTER SET**: You **MUST** complete "Field Installation Check List" form CD17 on day of set and have the Set Crew Chief sign and then submit to **SUPPLIER IMMEDIATELY**. This is imperative; failure to do this may effect your Warranty.
5. **SHIP LOSE MATERIAL**: You have up to **5 days after delivery** to review the "Material Ship Lose" list provided in your owner's package and make any claims for material not shipped. You may have a shortage list for items the Manufacturer will deliver at a later time. You **MUST** do a walk through of the house and verify such items as ship lose doors, windows, screens, etc. – **ALSO**, any obvious damage claims after 5 days will **NOT** be honored.
6. You have up to **60 days** to complete the basic trim-out of your house. During this time you may find items that were not visible or discernable during your initial walk through, for example, one of the sub-contractors may have a question or need to make a correction while completing the final plumbing or electric, connections. Any such conditions that may be covered under the Warranty for possible cost reimbursements, must be presented properly and timely, in writing with back up documentation.
 - If you need to make an **EMERGENCY** phone call and you are authorized to perform work, you must follow the call up in writing (see the attached form CD15) listing all the specifics, costs and authorization number. Be prepared with a cost estimate for the work when you make a call and **BE SPECIFIC**.
 - Do not proceed without an authorization number, you may not get reimbursed. We may reserve the right to review your claim and promptly call you back.
 - Requests must be in writing (or immediately followed up in writing) to qualify for reimbursement.
 - Please refer to the Warranty for items covered or not covered.
 - If the repair work appears to be substantial (more than \$300.00), you must provide a **PHOTO** to substantiate your claim.
7. **YOU MUST USE** the **SITE SERVICE REQUISITION, form CD15**, form for **ALL** claims and be prepared with the house serial number and other information requested at the top of form CD15.
8. **Note: Phone calls MUST be limited to EMERGENCY situations only and MUST be followed up in writing. ALL routine requests must be submitted on form CD15 with supporting documentation. Do NOT call for routine (non-emergency) issues. Also, please do a thorough survey before you submit a request. Provide photos to substantiate repair claims and to allow us to make a determination of the extent of your claim. Claim forms can be mailed, faxed or emailed. In the event materials must be sent to you via mail/UPS etc. –make sure you give us a proper mailing address.**
9. **SERVICE CALLS**: Be certain that you have inspected your home and reported **ALL** claims on Form CD15. We understand that some issues may not be immediately visible and result in later additions to the service list. **HOWEVER**, it is your responsibility to submit a comprehensive list and make the service crew aware of any missed items during their visit. Once a Service call is scheduled and subsequent calls are requested for items not coordinated by you during the first visit, there will be a minimum \$750.00 service charge per additional call.
10. We reserve the right to a) send a factory service crew to perform the repairs, or b) authorize you to perform the repair work. Missing materials are generally sent to you.
11. Make extra copies of form CD15 in the event you need additional submittal forms. You **MUST** use this form for all claims – again, be specific. *******YOU MUST SIGN AND SUBMIT THE CD15 FOR PAYMENT of authorized items.**

SUPPLIER:

Hallmark Homes, Inc.
PO Box 1810 Charlestown, RI 02813
Ph: 401-364-0400 Fax: 401-364-3435
Email:hallmark@hallmarkmodularhomes.com

For Your Reference:

Your house Serial Number:
Your house delivery date:
Your CID#:
Your House Plan Number: