

YOUR WARRANTY PROTECTION WITH TOWNWOOD

YOUR NEW TOWNWOOD HOME

Many individuals were involved in building your new home. Many inspections were carried out by our staff and municipal inspectors in your home at every stage of construction ensuring it was built in accordance with The Ontario Building Code as well as our high standards of new home construction.

Your new Townwood home has been constructed with many natural and synthetic materials that will be susceptible to various physical changes due to a wide variety of environmental conditions found inside and outside of your home. The awareness and control of these environmental factors alongside proper and continuous homeowner maintenance will directly influence the appearance and performance of the various products used within your home.

You should expect to see natural variances in texture and/or appearance in many products in your home. These are normal and are not defects unless the material or workmanship is determined to be defective. These are due to naturally occurring characteristics; such as those found in all wood products (i.e. grain patterns, knots, etc.) and/or generated in the manufacturing or application of certain products.

YOUR WARRANTY PROTECTION

Townwood Homes is responsible for repairing **defects in materials and workmanship for a period of one year from the date of your possession**. It is the homeowner's responsibility to notify Townwood Homes in writing using the appropriate **Report Form** provided at the back of this manual, of any potential defect(s) in material(s) or workmanship before the end of the one year period. Please read the information contained in this manual to determine a materials warranty coverage.

All warranties outlined in this manual will take precedence over an item in question.

TO PROTECT YOUR WARRANTIES, NO VERBAL REQUESTS WILL BE CONSIDERED FOR WARRANTY COVERAGE, ONLY WRITTEN REQUEST WILL BE PROCESSED.

Manufacturers who warranty their products beyond the one year period are not enforced by Townwood Homes and should be dealt with by the homeowner directly, with the appropriate manufacturer (please refer to warranties contained in this manual).

Your new home has been registered under the Ontario New Home Warranty Program. Townwood Homes has successfully maintained an "Excellent After-Sales-Service Rating" with the Ontario New Home Warranty Program for more than 10 consecutive years.

The Ontario New Home Warranty Program will be sending you a booklet in the mail that explains their warranty coverage as well as valuable information regarding the maintenance of your new home. Please take the time to read these items before potential problems arise.