

Our

Warranty



Home Buyers Warranty®

America's
Choice®

WE AT *Richard Van Orden*

Distinctive Homes KNOW THAT PURCHASING A NEW HOME IS THE SINGLE MOST IMPORTANT INVESTMENT THAT A FAMILY WILL EVER MAKE. WITH OVER 3 GENERATIONS & 85 YRS. OF EXPERIENCE BUILDING HOMES IN CENTRAL FLORIDA. YOU CAN TRUST RICHARD VAN ORDEN TO DELIVER THE BEST NEW HOME CHOICES, QUALITY, VALUE AND A TEAM DEDICATED TO ACHIEVING THE HIGHEST LEVEL OF SATISFACTION.

Richard Van Orden Distinctive Homes WAS ESTABLISHED WITH A STRONG COMMITMENT TO EXCELLENCE, QUALITY & FAMILY VALUES & WITH OUR ONGOING COMMITMENT THAT "QUALITY GUARANTIES SATISFACTION"

THIS A FAMILY COMMITMENT THAT HAS TRANSCENDED THOUGH THREE GENERATIONS OF FLORIDA BUILDERS, YOU COULD SAY, "A FAMILY TRADITION." TODAY RICHARD VAN ORDEN ALONG WITH TWO OF HIS CHILDREN CONTINUES TO BRING A STRONG SENSE OF LEADERSHIP & DEDICATION TO THIS PERSONAL COMMITMENT. WHICH HAS MADE

Richard Van Orden Distinctive Homes, ONE OF THE FEW LONG STANDING FAMILY BUILDING FIRMS IN NORTH CENTRAL FLORIDA.

Richard Van Orden Distinctive Homes IS COMMITTED TO BUILDING A PARTNERSHIP WITH OUR HOMEOWNERS. WE CONTINUE TO STRIVE AND TO ACHIEVE AN OUTSTANDING LEVEL OF CUSTOMER SERVICE.

WE AT *Richard Van Orden Distinctive Homes* PROVIDE YOU & YOUR NEW HOME WITH THE FOLLOWING COVERAGE:

* 1 FULL YEAR OF SURETY COVERAGE AGAINST DEFECTS IN WORKMANSHIP & MATERIALS*.

- * **2 FULL YEARS OF SYSTEMS SURETY COVERAGE*, WHICH COVERS ALL OF YOUR MECHANICAL SYSTEMS & ELECTRICAL SYSTEMS,**
- * **10 FULL YEARS OF STRUCTURAL WARRANTY*, WHICH COVERS STRUCTURAL DEFECT COVERAGE FOR LOAD BEARING COMPONENTS,**

ALL BROUGHT TO YOU THROUGH THE HOME BUYERS WARRANTY COOPERATION, THE COUNTRY'S LEADING NEW HOME WARRANTY PROGRAM. YOUR NEW HOME HAS THE BEST WARRANTY PROTECTION AVAILABLE OFFERED THROUGH A THIRD PARTY NEW HOME WARRANTY PROGRAM. REST ASSURED, YOUR NEW HOME HAS THIS COVERAGE BEGINNING ON THE DAY OF CLOSING.

- **COVERAGE CHANGES OVER TIME & THESE ARE GENERAL GUIDELINES ONLY. THE SPECIFIC COVERAGES ARE GOVERNED BY THE WARRANTY BOOKLET PROVIDED AT CLOSING, BY THE 2-10 HOMEBUYERS WARRANTY CORPORATION, SEE WARRANTY DOCUMENTS FOR SPECIFIC DETAILS, CONSIDERATIONS, EXCLUSIONS AND SPECIFIC TERMS.**

(CONTACT OUR OFFICE TO VIEW A SAMPLE WARRANTY)

WE WELCOME YOU TO BROWSE THRU THE INFORMATION TO FAMILIARIZE YOURSELF ON HOW TO PROTECT YOUR HOME. YOU WILL FIND INFORMATION GIVING YOU AN OVERVIEW OF THE WARRANTY PROGRAMS.

ALTHOUGH *Richard Van Orden Distinctive Homes*, STRIVES TO BUILD A QUALITY HOME WITH NO DEFECTS, WE REALIZE HOWEVER THAT ISSUES CAN ARISE AFTER CLOSING. IN AN EFFORT TO CORRECT THESE ISSUES, WE ASK THAT YOU INFORM US OF ANY CONCERNS YOU MAY HAVE AS SOON AS NOTICED. PLEASE CONTACT OUR OFFICES BY PHONE OR AS INSTRUCTED BELOW.

OUR CUSTOMER SERVICE DEPARTMENT IS OPEN 10:00-5:00 PM, MONDAY- FRIDAY. ALL NON-EMERGENCY SERVICE REQUESTS MUST BE IN WRITING, A CUSTOMER SERVICE REPRESENTATIVE WILL MAKE EVERY EFFORT TO CONTACT YOU WITHIN TWO BUSINESS DAYS AFTER RECEIVING IT IN WRITING, & TO MAKE ARRANGEMENTS FOR A TIMELY SERVICE CALL.

ALL SERVICE CALLS WILL BE DONE 8:00-5:00 PM, MONDAY THRU FRIDAY.

YOU MAY CONTACT US TO REQUEST SERVICE, THROUGH THESE VARIOUS METHODS.

1.) FILL OUT A SERVICE REQUEST FORM & DROP IT OFF AT OUR MODEL CENTER AT:
6394 MARINER BLVD.
SPRING HILL, FL 34609

2.) FILL OUT A SERVICE REQUEST FORM & MAIL TO:

Richard Van Orden Distinctive Homes

ATTN: WARRANTY SERVICE
6394 MARINER BLVD.
SPRING HILL, FL 34609

3.) FOR EMERGENCY REQUEST CONSULT YOUR WARRANTY & YOUR HOME MAINTENANCE MANUAL WHICH CONTAINS THE EMERGENCY PHONE #'S FOR YOUR HOMES: PLUMBER, ELECTRICAL, & A/C CONTRACTOR OF RECORD.

BEFORE YOU CONTACT THE CUSTOMER SERVICE DEPARTMENT PLEASE CONSULT YOUR HOME MAINTENANCE MANUAL AND WARRANTY BOOKLET. FOR SOME PROBLEMS YOU MAY NEED TO CONTACT MANUFACTURERS DIRECTLY. PLEASE REFER TO OUR MAINTENANCE AND WARRANTY MANUALS, FOR HOME MAINTENANCE ITEMS NOT COVERED BY THE BUILDER WARRANTY AND THE LIST OF YOUR SUBCONTRACTORS. (GIVEN AT CLOSING FOR EMERGENCY CONTACTS).



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HELPFUL LINKS

[2-10 HOME BUYERS WARRANTY CORPORATION'S WEBSITE](#)

[FREQUENTLY ASKED QUESTIONS & FAQs](#)

[HOME MAINTENANCE TIPS](#)

[RENEW MY WARRANTY](#)