

Warranty Service Request Form

Attention: Warranty Service Department
 100 Commerce Court
 Pooler, GA 31322
 PH: 912-748-2100 FAX: 912-748-2101



- **Non-Emergency Warranty Service Requests must be submitted in writing.** Please submit your written request in one of the following ways:
 - The online Warranty Service Request form at www.fredwilliamshomes.com
 - Fax this request form to 912-748-2101.
 - Mail this request form to the address on this form, Attn: Warranty Service Department
- For requests sent by fax or email, please allow 3 business days for a response. For requests sent via mail, please allow 7 business days for a response (to allow for mail delivery time.) Warranty Service appointments are scheduled for either morning (8 a.m.–12 p.m.) or afternoon (1 p.m.–5 p.m.) Monday through Friday, excluding holidays.
- Please wait until you accumulate a minimum of six (6) items before submitting your request. This reduces the number of appointments to your home, saving you time and interruptions in your daily schedule. *Note: You do not need a minimum of six (6) items if you are within 30 days of warranty expiration during your 1st or 2nd year of coverage.*
- Remember to review your Warranty booklet and Homeowner’s Manual regarding covered warranty items.

Name _____

Address _____

Subdivision _____ Lot # _____

Home # _____ Work # _____ Cell # _____

Preferred Appointment Windows _____

Date Noted **Warranty Item Requesting Service** (include area of home and description of problem)

Homeowner Signature

Date Submitted

OFFICE USE ONLY

_____ Warranty Service Rep Notes:	_____ Date Received
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