

# BERG MOUNTAIN HOMES

**THE QUALITY IS IN THE DETAILS**

*WWW.BERGMOUNTAINHOMES.COM • BOX 221 BRASSTOWN, NC 28902 • PHONE (828) 361-5050 • FAX (678) 212-4011*

## **Warranty Service Request**

The attached form allows you to request warranty service from Berg Mountain Homes during the warranty period. Before submitting a request, be sure to review the Limited Warranty Agreement to ensure the item is covered.

For the convenience of all parties, we recommend that you accumulate your warranty requests and submit them all together at sixty (60) days after closing and then again just prior to the expiration of your warranty.

In the event of an emergency (where the situation affects the habitability of the home or where any delay may cause additional damage), it is acceptable to contact us by telephone at 828-361-7987. In the event of an emergency, please complete the form and have it ready to hand deliver at the time of service.

All other warranty service requests must be in writing. You can fax this form to 678-212-4011 or you can mail this form to:

Berg Mountain Homes  
PO Box 221  
Brasstown, NC 28902

Within fifteen (15) days of receipt of this form, we will inspect to determine if the problem is covered under the Warranty. If covered, we will perform the repair or replacement obligations under the Warranty within a reasonable time and will diligently pursue this obligation.

Repair work will be done during our normal working hours (Monday – Friday between 7am and 5pm), except in emergency situations where delay may cause additional damage. Of course, it is your responsibility to provide access to the house for all inspections and repairs and it is also necessary for you to be present or to have present a responsible adult with authority to authorize and sign off on repair completion.

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## Warranty Service Request Form

Date \_\_\_\_\_

Owner Name \_\_\_\_\_

Address \_\_\_\_\_

Phone Number \_\_\_\_\_

Nature of problem	Date repaired	Buyer signoff
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

\_\_\_ Check here if there are additional items and please include additional items on another sheet.