



*North Carolina*

## **REPORTING DEFECTS: How the program works**

**Problems with appliances are to be reported directly to the service company (GE) under the manufacturer's warranty at 1-800-432-2737.**

**All requests *must* be reported in writing.**

Approximately thirty days after move-in, you will receive a "30-Day Courtesy Call" from our Warranty Service Department. The Warranty Service Department is interested in your overall purchasing experience and how you are settling into your new home. During the 30-day call, the Warranty Department will also discuss with you the timetables and process for submitting your Twelve-Week Service Request Form and the Ten-Month Service Request Form, should you chose to submit them.

We also encourage you to complete our Thirty-Day Questionnaire. Should you choose to submit a questionnaire via the web, you will not receive a phone call; however, you will receive an email addressing your twelve-week and ten-month schedule.

Completed Service Request Forms must be returned within the twelve-week and ten-month time periods respectively to receive consideration. Each item listed on the Service Request Forms should have the 2-10 Home Buyers Warranty sections, paragraph and page numbers noted next to each item on your request. See coverage pertaining to your policy below.

Requests for non-emergency service must be received in writing either by Mail/Email/FAX for the Twelve-Week Service Request Form and the Ten-Month Service Request Form. Be sure that requests sent by mail are properly addressed to our Warranty Service Department, and that you keep a copy for your records and reference.

*Chesapeake Homes North Carolina  
Warranty Service Department  
3100 Spring Forest Road, Suite 118  
Raleigh, NC 27616  
Office: 919-256-3060  
Fax: 919-556-4310*

See the North Carolina's 2-10 Policy Holder for additional information.