

Dear Glen Arbor Homeowner,

If you are receiving this letter, you have purchased a BCI home and are needing to navigate the Home Warranty process. Let us begin by stating that we are so grateful for your business and hope you are excited to begin your journey of home ownership! Being a homeowner comes with great responsibility, but we are here to assist! To ensure your concerns are addressed in a timely and orderly manner, we have a procedure in place that is outlined below that we ask you to observe in efforts for a successful result. The quality of our homes is of the utmost importance!

At closing, the title company will have provided the following corresponding documents:

- ✓ BCI Warranty Handbook
- ✓ BCI Warranty Repair Request Form
- ✓ Inspection, Repair, & Survey Addendum (IRSA)
- ✓ Certificate of Acceptance

The BCI Warranty Handbook and BCI Warranty Repair Request Form can also be retrieved from **GlenArborNWA.com** under the **Homeowner Resources** tab.

Only **one** subcontractor/vendor visit is permitted during the one-year warranty period. Therefore, it is advantageous to refrain from submitting non-priority items in the event further concerns in that category arise that can be submitted collectively.

Your HVAC, water heater, and appliances are not covered under the BCI Warranty. Registration of these products via the manufacturer information found on the product or in the manuals is the responsibility of the homeowner.

SUBMISSION PROCEDURE

1. Homeowner to review BCI Warranty Handbook to pre-determine if item is warrantable.
2. If item is warrantable, homeowner to fill out BCI Warranty Repair Request Form with details and location of concern.
3. Completed BCI Warranty Repair Request Form is to be mailed to **BCI Warranty, 2302 SW I St, Ste 106, Bentonville, AR 72712**. Please note, the office will NOT accept walk-ins, drop-offs, or emailed forms.
4. Once the form is received by the office via mail, the BCI Warranty Team will review and reach out to the homeowner via email from ***bciwarranty@gmail.com*** for further details and subcontractor/vendor scheduling. Please allow 72 hours for response for non-emergency items. The homeowner may be asked for additional specifications or photographs of the concern.

For the most efficient repair, be descriptive regarding concern, damage, and item location. For example, rather than writing '*faucet leaking*', provide further detail by writing '*second floor guest bathroom sink faucet dripping continuous from spout*'.

To reiterate, the submission procedure outlined above is required for any and all Home Warranty requests to be of consideration. The office does not accept walk-ins, drop-offs, or emailed forms. Only mailed forms will be reviewed.

Homeowners are subject to fees for services or appointments completed by subcontractors/vendors for item repairs not preapproved by the BCI Warranty Team – both warrantable and non-warrantable.

For any further clarification on the information above, please contact ***bciwarranty@gmail.com***.

Thank you for your cooperation,

BCI Warranty Team