

SERVICE REQUEST PROCESS

Please submit all requests in writing to CorWest Builders Inc. via:
Email: tlwarranty@corwestbuilders.com
Mail: 301-554 Leon Ave., Kelowna, BC V1Y 6J6

Once received, your request will be processed as follows:

1. Within **3** business days, customer service will review your request for clarity. If there are any uncertainties in respect to the nature of the issue(s) and/or warranty coverage you will be contacted to confirm the specifics of the issue(s).
2. Customer service will arrange for service with the appropriate service/trade(s).
3. Within **5** business days, customer service will contact you to arrange access to your suite for initial inspection and/or service.

IMPORTANT: Please be prepared to provide the service/ tradesperson access to your home. Should access to your suite not be possible, warranty can be voided.

4. As scheduled, the contractor(s) will complete the repairs. Please note that contractors are advised to only inspect/repair what has been requested from our office. Therefore, any invoices received in our office for non-warranty work will be forwarded to the homeowners at their expense.
5. Customer service will follow-up with you to verify that the work has been completed.

Tips for a Successful Service Request

Please do:

- Send Requests prior to the expiration date of your warranty
- Report your request for service in writing
- Be prepared to provide access to your home for repair work
- Where possible, please save your requests to be sent in all at once

Please do not:

- Report warranty items over the phone
- Present service requests to anyone other than your builder and/or warranty provider
- Attempt repairs yourself or hire someone to do them for you
- Ask the contractors to fix anything other than the original request.



SERVICE REQUEST FORM

PLEASE USE THIS FORM TO SUBMIT REQUESTS FOR NON-EMERGENCY WARRANTY SERVICE.

Full Name: _____

Date: _____

Address: Unit # _____ Street: _____

Strata Lot # _____

City: _____ Prov: _____ Postal Code: _____

Telephone: Home: _____ Cell: _____ Work: _____

I/ We have the following concerns regarding our home. I/We request that you review our concerns and advise when and how they will be resolved.

CorWest Builders Inc. customer service representative inspected the following concerns on

_____ (Date).

1. _____ YES NO

2. _____ YES NO

3. _____ YES NO

4. _____ YES NO

5. _____ YES NO

6. _____ YES NO

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These issues have been completed to my satisfaction: _____

(Homeowner's signature once work is completed)