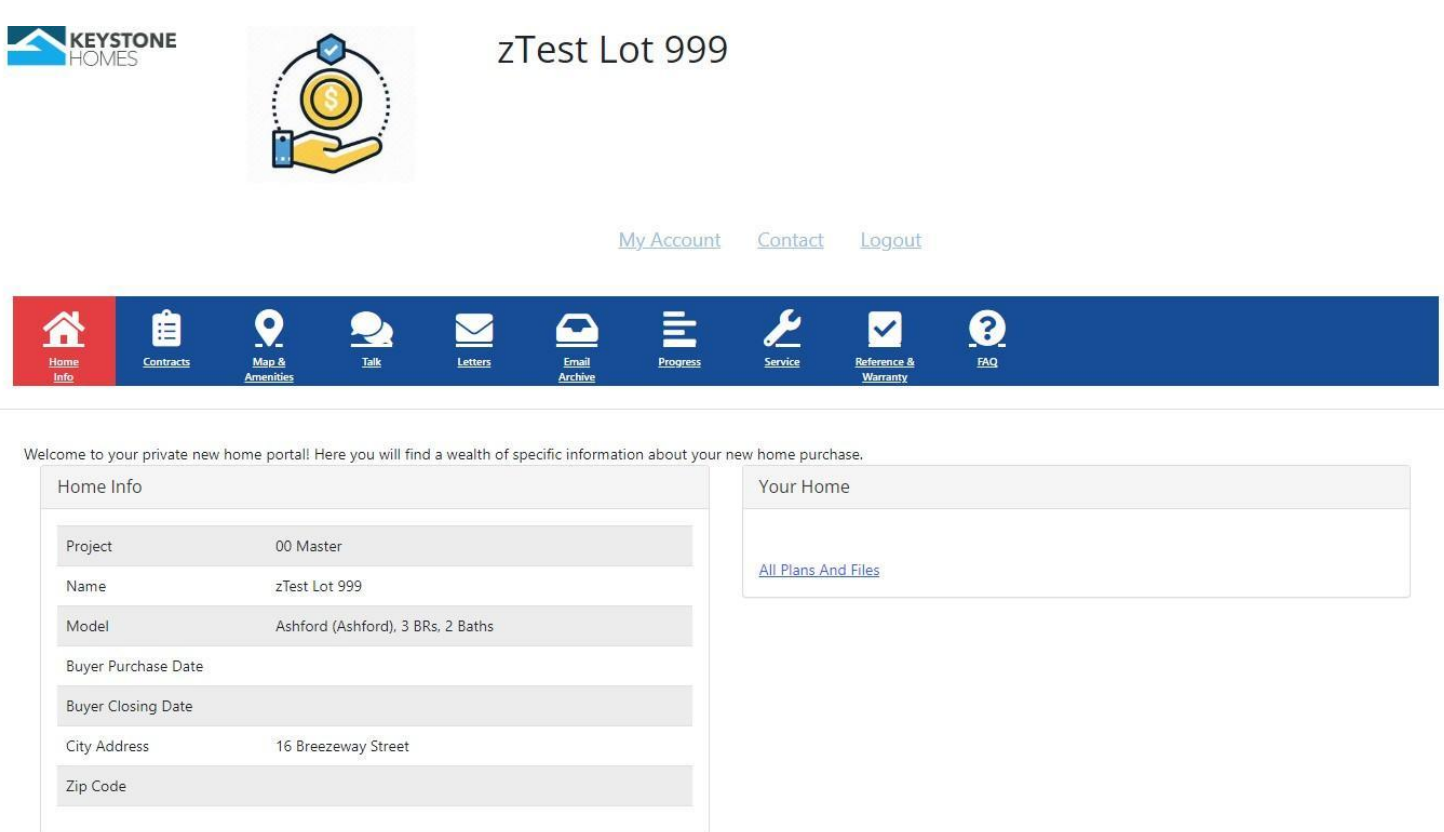


How to Submit a Warranty Claim

First of all, we are sorry you are having an issue. While we always strive for perfection, we realize that warranties exist for a reason. Let's get it resolved, shall we?

If you signed a Sales Contract on or after 1/1/24, these are the steps to follow to submit a warranty request. Select the proper date range on the Warranty Resources page at BuildKeystone.com, then select the submit a claim button. After logging in, you will see a screen similar to the one below:



The screenshot shows the user portal for 'zTest Lot 999'. At the top left is the Keystone Homes logo. To its right is an icon of a hand holding a coin with a checkmark. The page title is 'zTest Lot 999'. Below the title are links for 'My Account', 'Contact', and 'Logout'. A dark blue navigation bar contains icons for Home Info, Contracts, Map & Amenities, Talk, Letters, Email Archive, Progress, Service, Reference & Warranty, and FAQ. Below the navigation bar is a welcome message: 'Welcome to your private new home portal! Here you will find a wealth of specific information about your new home purchase.' The main content area is divided into two columns. The left column is titled 'Home Info' and contains a table with the following data:

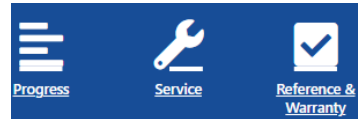
Project	00 Master
Name	zTest Lot 999
Model	Ashford (Ashford), 3 BRs, 2 Baths
Buyer Purchase Date	
Buyer Closing Date	
City Address	16 Breezeway Street
Zip Code	

The right column is titled 'Your Home' and contains a link: [All Plans And Files](#).

This is your home's main page. There are a variety of different actions you can take from here, as you can see. One of the main actions you will take here is to submit any Warranty requests.

All requests must be submitted via this Warranty Portal. To do so, follow the steps below:

Step 1.) Select the “Service” icon in the top blue bar:



This brings up the **Service** menu:



Service

Review completed and outstanding service work in your new home.

Service Details	
Name	zTest Lot 999
Buyer Purchase Date	
Buyer Closing Date	
Buyer PDI Date	
PDI Representative	NA
Service Representative	NA

Service Request	
Location	zTest Lot 999
Deficiency Type	Other
Description	<input type="text"/>
<input type="button" value="Send Request"/>	

Step 2.) Create an open ticket for Warranty Items:

The left hand column provides you with information on your home’s address/closing date, etc. The right hand column is the Service Request box. This is where you create open tickets for Warranty items.

Service Request

Location	Warranty
Deficiency Type	Other
Description	<input type="text"/>
<input type="button" value="Send Request"/>	

Step 3.) Fill out the information requested

Location: Drop down menu listing the areas in the home; select the appropriate room/area

Deficiency Type: Drop down menu listing the type of deficiency (issue). Choose from the menu (select Other if you do not see it listed).

Description: Fill out with a complete description of the issue, and the area of the home if it isn't included in the drop down menu under "Location". Please be specific, the more info you provide, the better our Trade Partners will be prepared when they arrive.

Attachment: Submit a photo of the issue. Trade Partners request photos of all issues so they know the scope of the work. You may attach multiple photos.

Step 4.) **VERY IMPORTANT!!** Make sure to click "Send Request"

Send Request: Once you have completed all info above and attached your photos, hit Send Request.

That's it!

Your request will be routed to the appropriate Trade Partner, who will contact you to set up an appointment. Please be aware that for non-emergency issues this may take a few days, depending on current scheduling.

If you have any other questions, please feel free to contact us at either warranty@buildkeystone.com, or 706-651-0075, ext. 200.