

Common warranty questions answered



✓ **What exactly is covered under my warranty?**

Coverage may vary depending on the warranty program selected by your builder. Check your warranty book for specific details. After closing, download it at confirm.homeoftexas.com. It may take up to 60 days for processing before your warranty is available.

✓ **Are my appliances covered, too?**

Only if your builder chose to include our *Key Estates* extended warranty option. If they didn't, don't worry, just tell your builder that you are interested in that type of coverage. All your builder needs to do is contact their Account Executive for further details.

✓ **Help! I have questions about my paperwork.**

For questions or to request duplicate copies, call 717-561-4480 and ask for the Member Services Dept. OR simply go online to homeoftexas.com/homeowners. Click the *Get Info On My Home* button and fill out the form.

✓ **Can I extend coverage after my warranty expires?**

The short answer is no. However, there is an exception. You may only extend coverage on the *Key Estates Warranty* (our warranty for appliances and systems), but not the standard structural warranty.

✓ **My home has an issue. How do I file a claim?**

Go to homeoftexas.com/submit-a-claim. Fill out the form and someone will be in touch.

✓ **I'm moving - is the warranty transferrable?**

Yes. If you sell your home within the warranty term, the balance of the warranty will automatically transfer to the next homeowner. And good news -- you don't have to do a single thing. No phone calls. No paperwork. No fees. We take care of everything.

