

What's Not Covered under Warranty

12 Common Requests

1. Brick and Stone
 - Expect bricks to have some color variances in mortar joints. Repeated cleaning of brick may damage intended finish. Cracks, surface chips and white caulk-like substances are inherent in stone and brick and are not a sign of a defect.
2. Caulk
 - Shrinkage of caulk occurs. For best results, re-caulk interior and exterior areas regularly, especially wet areas.
3. Concrete
 - Cracks, pitting, spalling (chipping), powder or scaling in concrete (driveways, sidewalks, patios, and foundations) are likely to occur. These are cosmetic only and do not affect the structural integrity of concrete or impair the intended use of the concrete surface.
4. Countertops
 - Marble & laminate tops must be protected from sharp objects, heat and abrasives. Some markings may be apparent from the manufacturing process. Do not allow water to stand on countertop seams. Damage may occur which is not warrantable.
5. Paint
 - We leave paint that is perfect for minor move-in nicks, scratches and other cosmetic concerns for the interior. Exterior areas require caulk and touch up as homeowner maintenance.
6. Windows and Screens
 - Exterior windows are carefully inspected at your walk-thru. Missing screens, defects or damage to screens or window panes not noted at the time of your walk-thru are not warrantable after closing.
7. Vinyl and Hardwoods
 - Vinyl and hardwood flooring are both carefully inspected at your walk-thru. Because vinyl is a soft product that can be easily damaged and hardwoods can be damaged in the process of moving, they are not warrantable after closing.
8. Sheetrock
 - Shrinkage can occur during the drying out process of your home, as your home settles, hairline cracks and nail pops may form in walls and ceiling, especially corners. This is to be expected and not the result of a construction defect. Simply caulk and use your touch up paint to correct.
9. Floors
 - Some noise may be heard when walking on the 2nd story floor of a two-story home. This is a characteristic of multi-level homes.
10. Drainage
 - Unplanted yards can wash out with one rainfall. Maintenance of established drainage pathways are a homeowner responsibility.
11. Storm Damage
 - Damage to your home due to weather conditions including high winds, rain, floods, hail and other natural weather occurrences are not warrantable.
12. Variations in Stained Wood
 - Stained wood such as cabinets all have a variance in wood grain. The variances cannot be controlled.