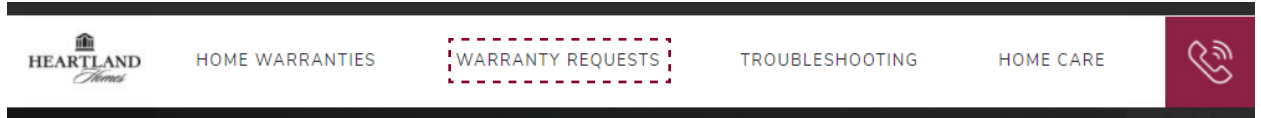


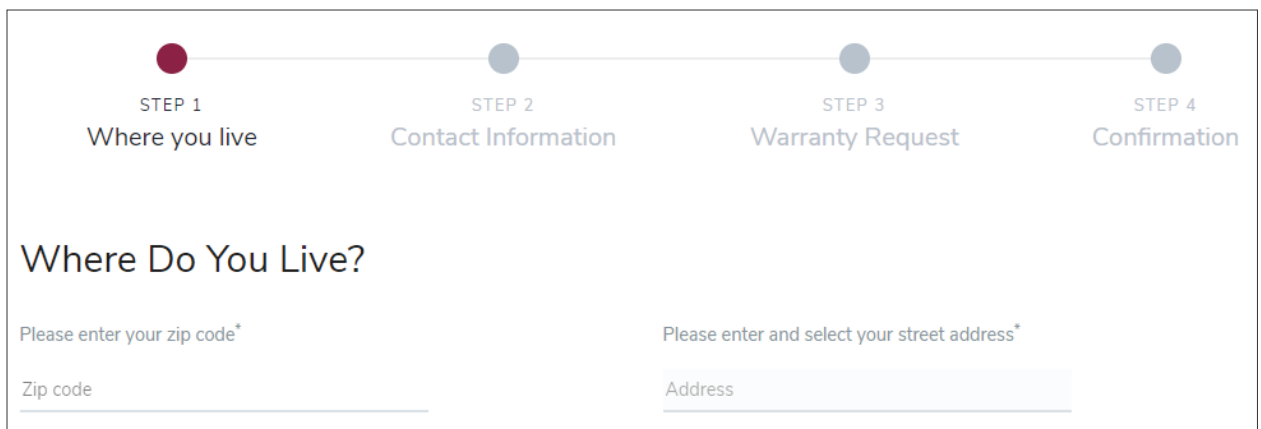


## How to enter an online warranty request:

1. Visit the warranty website at [MyHeartlandluxuryhome.com](https://MyHeartlandluxuryhome.com)
2. Select the **WARRANTY REQUESTS** link from the link bar at the top of the main page



3. Enter your **zip code** and **only** the numeric portion of your street address



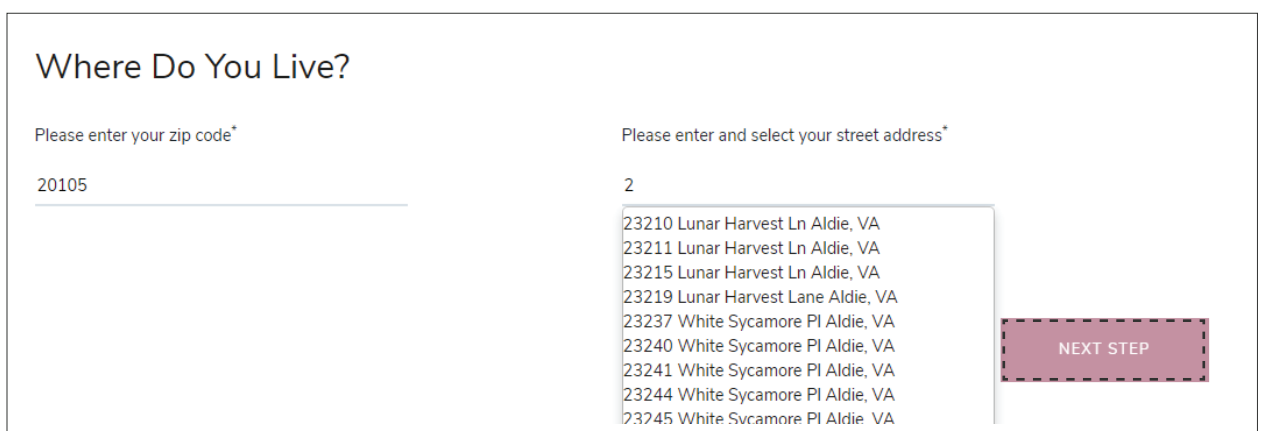
STEP 1 Where you live    STEP 2 Contact Information    STEP 3 Warranty Request    STEP 4 Confirmation

### Where Do You Live?

Please enter your zip code\*    Please enter and select your street address\*

Zip code    Address

4. Select your address from drop-down and select **next step**



### Where Do You Live?

Please enter your zip code\*    Please enter and select your street address\*

20105    2

23210 Lunar Harvest Ln Aldie, VA  
23211 Lunar Harvest Ln Aldie, VA  
23215 Lunar Harvest Ln Aldie, VA  
23219 Lunar Harvest Lane Aldie, VA  
23237 White Sycamore Pl Aldie, VA  
23240 White Sycamore Pl Aldie, VA  
23241 White Sycamore Pl Aldie, VA  
23244 White Sycamore Pl Aldie, VA  
23245 White Sycamore Pl Aldie, VA

NEXT STEP



CUSTOMER CARE  
WARRANTY REQUEST

5. Enter your contact information and select **next step**

**Tell Us How To Reach You**

A confirmation will be sent to the email below. Please provide the best phone number to contact you regarding this request.

First Name*	Last Name*
<input type="text"/>	<input type="text"/>
Email Address*	Best Contact Phone Number*
<input type="text"/>	<input type="text"/>

6. Select the **description, area of home** and **specific item** from each of the available drop-downs

Description of Item	Area of Home	Specific Item/Part
<input type="text" value="-- Select Description --"/>	<input type="text" value="-- Select Area of Home --"/>	<input type="text" value="-- Select Specific Item --"/>
<ul style="list-style-type: none"><li>-- Select Description --</li><li>Appliance</li><li>Bath Accessories</li><li>Brick</li><li>Cabinets/Shelving</li><li>Community Common Area</li><li>Concrete/Asphalt</li><li>Counter/Vanity Tops</li><li>Deck/Patio</li><li>Doors</li></ul>		

7. Enter a brief statement detailing what you are noticing about that specific item

Details of your issue

Details

Limit 250 characters per issue

8. Upload one picture for each item entered and select **add item**

Add Attachments



NO FILE CHOSEN

Attachment(s) must be a .png .jpg .gif or .pdf and less than 5MB in size

9. If you have additional concerns, please repeat steps 6–8 prior to selecting **submit warranty request**

10. Once you have finished entering your concerns, you will notice an Item list has been created for you to review your concerns prior to submitting

Item List

Description	Location	Specific Item	Item Details	Attachment(s)	Delete
Drywall	Interior	1 Time Drywall	I would like to request my 1 time drywall service for settlement related drywall concerns	0 Attached	
Information	Information Request	Color/Style Info	Can I please have the paint color that was used for the interior walls in my house	0 Attached	

11. When you are satisfied you have entered all of your concerns, select **submit warranty request**

PREVIOUS STEP **SUBMIT WARRANTY REQUEST**

12. You will be reminded to enter all of your warranty concerns at once to eliminate the need for multiple tickets sent the same day; if you are certain all of your concerns have been entered, select **submit warranty request**

Wait, do you want to add additional items to this request?

YOUR WARRANTY REQUEST HAS NOT BEEN SUBMITTED YET

Before you submit your warranty request, please add all the items you would like us to review.

**I HAVE ADDITIONAL ITEMS** **SUBMIT WARRANTY REQUEST**

13. Once your request has been submitted, you will be taken to step 4, which is confirmation; this page will include the list you submitted, along with a ticket number for your reference only

✓ STEP 1 Where you live      ✓ STEP 2 Contact Information      ✓ STEP 3 Warranty Request      ✓ STEP 4 Confirmation

## Warranty Request complete

Ticket #: 2805263

Thank you for entering your warranty request. You will receive an email confirmation shortly. A copy of your receipt has been provided below. Please keep this page for your records.

Request List

Description	Location	Specific Item	Request Details	Attachment(s)
Drywall	Interior	1 Time Drywall	I would like to request my 1 time drywall service for settlement related drywall concerns	0 Attached
Information	Information Request	Color/Style Info	Can I please have the paint color that was used for the interior walls in my house	0 Attached

**CUSTOMER CARE  
WARRANTY REQUEST**