

Sterling Companies

820 Shades Creek Parkway
Suite 2300
Birmingham, AL 35209

Dear Homeowner,

Congratulations on the purchase of your new homes from Sterling Companies at Sterling Glen! Service is very important to us. This letter will describe the warranty procedure so that it is a smooth process in the event you need us.

Enclosed in this package is a warranty request form, a summary of coverage and a subcontractor list. In the event of an emergency, please feel free to contact the subcontractors directly. Normal procedure is to fax or mail on the warranty request form to our warranty department. Our warranty supervisor will contact you and schedule repairs within seven days

The terms of your warranty are as follows;

First year beginning from the day of closing, contact Sterling Companies directly.

Second to the tenth year coverage is by 2-10 Home Buyer's Warranty as described in your warranty booklet. Please contact them directly.

Note: After your warranty has been in effect for a year, 2-10 Home Buyer's Warranty will contact you and ask you to purchase an extension to this warranty. This is completely up to you.

Again, thank you for trusting Sterling Companies with your investment. We take your purchasing decision seriously and want this to be a pleasant experience. If you have any questions or concerns, please contact us directly at anytime.

Sterling Companies, LLC

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HOME WARRANTY REQUEST FORM

205-977-8117

Fax all requests to 205-977-8116

Or mail to

820 Shaded Creek Parkway

Suite 2300

Birmingham, Al 35209

Attention: Warranty Department

Please read the Home Buyers Warranty Booklet and attached Non-Warranty Items Disclosure. If you have a warranty issue, please forward this request to the warranty department of Sterling Companies, LLC. Describe the issue and our warranty manager will contact you within seven business days. In the case of an emergency, issues will be addressed as soon as possible.

In order for your Sterling Companies, LLC and Warranty Insurer to carry out their responsibilities under your warranty agreement, they will require access to your home from time to time. You hereby agree to grant access to Sterling Companies, LLC and their and contractors during normal business hours to inspect, repair, and conduct tests in your home as in their judgment may be required. Failure to allow access to your home will void the limited warranty.

Community _____ date _____

Home Address _____

Lot # _____ Homeowners Name _____

Contact Information _____

Describe your Warranty Issue:
