

BRAYSON HOMES

BRAYSONHOMES.COM

Love Your Home

Orchards @ Reidville

Dear Homeowner,

Congratulations on your new home! To address any concerns you may have with your home after purchase, please contact our Customer Service Department. Contact information is listed below.

You should have received the [2-10 Home Buyers Warranty Booklet](#) from your Brayson Homes New Home Advisor upon signing your Purchase and Sale Agreement. This 2-10 booklet details items in your home that are covered under warranty. Please keep in mind that all cosmetic repairs should be completed prior to closing and items are not covered if you have installed them yourself.

Within thirty (30) days of closing, you should also receive a Certificate of Warranty Coverage directly from Home Buyers Warranty Corporation. Be sure to keep this certificate for your records.

If you experience any items that need attention, please submit your request in writing using the Customer Service Request Form. This form is available at www.braysonhomes.com under the Homeowner Care tab. Our goal is to respond within 48 hours of receipt of your request. You may submit your request by the following methods:

ONLINE Complete the form online and click submit [Online Service Request Form](#)

FAX Print the form, complete and fax to 864-288-3067 [Print a Service Request Form](#)

MAIL Print the form, complete and mail to
Brayson Homes Customer Service
780 Buford Hwy; Bldg. C
Suwanee, GA 30024

However, if you need to contact a Customer Service Representative directly, please call toll free 1-866-745-4980 or send an email to customerservicesc@braysonhomes.com. Our office is open Monday through Friday from 8:30 AM until 5:00 PM, EST.

If an emergency (as defined in the 2-10 Home Buyers Warranty booklet) occurs after business hours or on the weekend and involves a major unit including electrical, heating or plumbing, please contact the subcontractor directly at the number listed below. As part of your builder's warranty, these major items are covered for repairs for up to one year after closing.

MAJOR SUBCONTRACTORS

ELECTRIC	MARATHON ELECTRIC	770-924-1776
HEATING & AIR	LONG HEATING & AIR	864-213-9899
PLUMBING	NORTHWEST PLUMBING	864-801-9000

For your convenience, below please find a list of important numbers for services in your area:

AREA SERVICES

Electricity	Duke Energy	800-777-9898
Gas	Greer Commission of Public Works	864-848-5500
Water/Sewer	SJWD	864-439-4423
Telephone	AT&T	800-780-2355
Sanitation		

We sincerely hope you enjoy your NEW HOME!