



*Welcome Home!*

# HOW TO SUBMIT A 12 WEEK & 10 MONTH WARRANTY REQUEST

- Go to [www.cheshomes.com](http://www.cheshomes.com) & click on the "Homeowners" tab at the top
- Scroll down to "Submit Warranty Request"
- Click on "start new list of repairs"
  - Enter the numerical part of your address. Your address will then populate in the dropdown. Click on your address.
  - Continue to fill out your personal information. When complete, click "start list".
  - Your PIN number will be at the top of the page in **red**. Keep this number for your records.
  - Click on "add new repair item".
  - Select the correct category for your issue.
  - Download pictures (please note, some pictures are required and must be submitted to continue).
  - Enter the location of the request (i.e. which room).
  - Enter additional information needed for this item.
  - Click "save".
- Repeat this process until all items have been entered for your 12 week or 10 month warranty request.
- Once you are finished submitting all of your items, click on "submit" and "submit" again until you are finished.
  - If you need to add another item at a later time, click on "finish later". When you return, you will need the PIN number in order to finish your list. If you do not have this number, you will need to start over.
  - To access saved items, go to [www.cheshomes.com](http://www.cheshomes.com), click the "Homeowners" tab, click on "Submit Warranty Request" and then click on "access list of repairs". You will then need to enter the numerical portion of your address and the pin number provided to you during your initial visit to submit.

Please note: You will receive **THREE** emails from Quality Builders Warranty throughout this submission process. They are as follows:

1. An email with your PIN number for the Warranty Service Request you are submitting.
2. An email confirmation that your Warranty Service Request has been received.
3. Your SOS PRO report with the Warranty Standards for the item(s) you have submitted, which usually arrives about 24 hours after your submission.

If you have not received these **THREE** emails from Quality Builders Warranty, your request **has not been submitted**. Re-enter the site using the PIN number provided to you and make sure they have been submitted.

You will generally receive a call from your Chesapeake Homes Inspector within two weeks of your request being received to schedule your inspection. Due to COVID-19, this could take longer to schedule for safety reasons.

Thank you for building with Chesapeake Homes!