



Happy Home Lock & HardwareSM

INSTRUCTIONS



One of the best parts of a Home Warranty Service Agreement from 2-10 Home Buyers Warranty (2-10 HBW) is the perks. With the 2-10 HBW Happy Home Lock & Hardware Program, you get reimbursed for protecting your home by simply replacing/re-keying your locks and hardware. Because securing your home is that important.



1. REQUEST

Within 45 days after closing, log in to Homeowner Portal (2-10.com/homeowner) to verify your contact information, and initiate the Happy Home Lock & Hardware process. **No Service Fee is required.** Happy Home Lock & Hardware is available only via Homeowner Portal and may only be used once.



2. PURCHASE

You may choose to purchase new door locks, make key copies, and/or re-key exterior locks and hardware for the home within 45 days after closing.



3. SUBMIT

You must submit paid invoice(s) and/or receipt(s) to 2-10 HBW within 45 days after closing using the process instructions emailed to the primary email address when initiating the Happy Home Lock & Hardware process on Homeowner Portal.

1. Visit 2-10.com/homeowner.
2. To submit your paid invoices or receipts, open your Lock & Hardware Service Request and select Request Reimbursement.
3. Upload your invoice or receipt files and submit to complete your request.



4. RECEIVE REIMBURSEMENT

After 2-10 HBW receives your reimbursement request, our team will process and mail a refund check to the primary homeowner at the covered address. After submission, it may take up to 30-45 days to receive your check. The reimbursement amount for qualifying expenses is specified in your Service Agreement.

WHAT QUALIFIES

LOCK(S) AND HARDWARE

Keyed and electronic door locks, door handles, door knobs, and deadbolts for main exterior access points of the home. Locks and hardware must be new and purchased in-store or online.

KEY COPIES

New key copies for main exterior access points of the home.

RE-KEY

Locksmith service provided to re-key and/or install new door locks for the main exterior access points of the home.

EXCLUDED ITEMS

Video doorbells, garage door keypad, key fobs common in condo and multi-family units, interior hardware that is not a main access point for the home, lockboxes, mailbox keys, structures outside the main foundation of the principal residence, shed and fence lock and hardware, and lock and hardware not permanently attached to the home

*All eligible Happy Home Lock & Hardware expenses must be submitted for reimbursement within 45 days after closing to qualify. This program is not applicable on Seller coverage or renewals. Refer to your Home Warranty Service Agreement for specific coverage details, as certain items and events are not covered. Reimbursement amounts vary based on your Service Agreement. 2-10 Home Buyers Warranty: In California, 2-10 HBW Warranty of California Inc.; in Florida, Home Buyers Warranty Corporation VI; in Virginia, 2-10 Home Buyers Warranty of Virginia, Inc.; in other states, Home Buyers Resale Warranty Corporation (OR Lic # 202003).

