

# Customer Service Request

Please utilize this form and submit your request to [customerservice@ridgelineenv.com](mailto:customerservice@ridgelineenv.com) or by mail to:

Ridgeline Development, P.O. Box 21815, Carson City, NV 89721.

## Homeowner Info

Name \_\_\_\_\_  
 Phone# \_\_\_\_\_  
 Date Requested \_\_\_\_\_

Address \_\_\_\_\_  
 E-mail \_\_\_\_\_  
 Day/Time Preference \_\_\_\_\_

I have reviewed the Warranty Booklet and believe the item(s) listed below fall under warrantable items for repair.

Item NO.	Description of Warranty Item	Date Completed	H.O. Initials	Contractor Initials

Please note the following:

- Customer Service is performed Mon-Fri 7:30AM-4:30PM
- All Landscaping is non-warrantable.
- As concrete is subjected to cracking (inherent to the product), the driveways & all other concrete flatwork is non-warrantable.
- All grading & swales cannot be changed or altered in any way.
- In all Stucco homes, surface cracks can develop during the first 24 months. These are non-structural and are usually prevalent around doors & window openings.
- Homebuyer understands that the Seller is not responsible for any damage which may occur except as stated in the Homeowners Manual.
- Drywall cracks are common and caused by shrinkage, settlement, or house flexing. ONE TIME after closing Ridgeline Development will repair visible drywall cracks and seams that exceeds 1/8 inch in width. Nail Pops that have broken the finished surface will also be repaired one time during the first year. Ridgeline Development suggests you wait a full climate cycle (11 Months) before scheduling such repairs.  
 \*Drywall repairs and touch ups will be visible\*

Homeowner signature \_\_\_\_\_  
(sign upon Completion of above listed item(s))

Date: \_\_\_\_\_

Customer Representative signature \_\_\_\_\_  
(sign upon Completion of above listed item(s))

Date: \_\_\_\_\_