



Warranty Requests

How to enter an online warranty request:

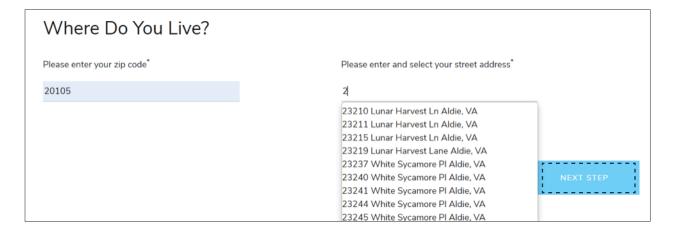
- 1. Visit the warranty website at <u>myryanhome.com</u>
- 2. Select the **WARRANTY REQUESTS** link from the link bar at the top of the main page



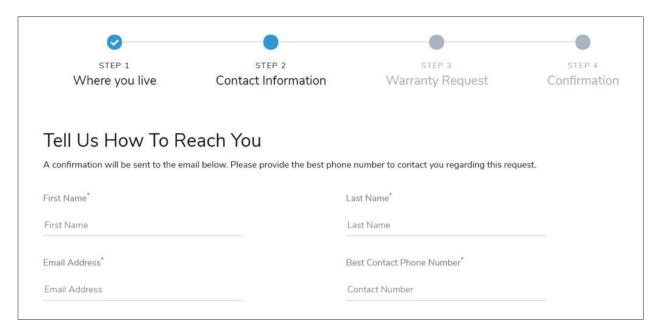
3. Enter your **zip code** and **only** the numeric portion of your street address



4. Select your address from drop-down and select **next step**



5. Enter your contact information and select **next step**



6. Select the **description**, **area of home** and **specific item** from each of the available drop-downs



7. Enter a brief statement detailing what you are noticing about that specific item



8. Upload one picture for each item entered and select add item



9. If you have additional concerns, please repeat steps 6–8 prior to selecting **submit warranty request**

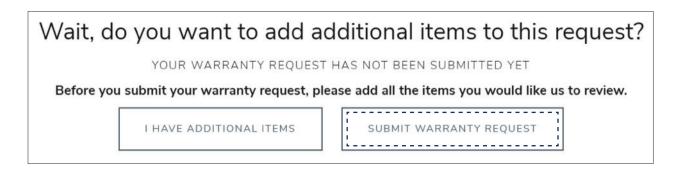
10. Once you have finished entering your concerns, you will notice an Item list has been created for you to review your concerns prior to submitting

Description	Location	Specific Item	Item Details	Attachment(s)	Delete
Drywall	Interior	1 Time Drywall	I would like to request my 1 time drywall service for settlement related drywall concerns.	0 Attached	(X)
Information	Information Request	Color/Style Info	Can I please have the color that was used for the interior walls in my home	0 Attached	*

11. When you are satisfied you have entered all of your concerns, select submit warranty request



12. You will be reminded to enter all of your warranty concerns at once to eliminate the need for multiple tickets sent the same day; if you are certain all of your concerns have been entered, select **submit warranty request**



13. Once your request has been submitted, you will be taken to step 4, which is confirmation; this page will include the list you submitted, along with a ticket number for your reference only

