



IMPORTANT WARRANTY INFORMATION

Congratulations on the purchase of your new home! We are honored to be your builder and provide you with quality and excellence, even after closing.

Warranty Coverage

We have partnered with 2-10 Home Buyers Warranty, the nation's leading provider of structural warranties, to provide you the industry's most comprehensive protection available. Your warranty includes protection against workmanship and distribution systems defects, as well as structural defects throughout the warranty term specified on your Certificate of Warranty Coverage.

Warranty Service

In addition to the provided warranty coverage, we are providing you an enhanced warranty service, Front Line Warranty Service (FLWS), administered by 2-10 Home Buyers Warranty. Front Line Warranty Service will be your dedicated team for all warranty-related service requests and questions.

Submitting Warranty Requests

Please submit non-emergency service requests at the 1st month and 11th month of occupancy only

Please submit all service requests directly to 2-10 Home Buyers Warranty - do NOT contact the builder

To submit your warranty service request, follow the steps below:

1. Go to <https://secure.2-10.com/Homeowner/Account/Login> select *Sign-In*. If you are a first-time user, choose "*Sign Up here*".
2. Select *Service Requests* to create your warranty service request. When you have created your complete list, click **Submit** to send your request for processing.
3. Once your request is submitted, a FLWS team member will reach out to both you and your builder

*If you cannot access the homeowner portal or experience technical difficulties regarding your request, please contact the Front Line Team by phone, 1.800.811.8787 or email FLWS@2-10.com.

Emergency Warranty Requests

If you experience an emergency warranty-related situation such as no hot water or complete lack of heating or cooling, please notify the FLWS team and then reach out directly to the appropriate contractor.

Plumbing: Moore Mechanical | 866.478.4934

HVAC: Moore Mechanical | 866.478.4934

Welcome Home,

Cornerstone Homes TC, LLC

