

Hi-Tech Housing, Inc.

Comprehensive Service Policy

Hi-Tech Housing, Inc. ("HTH"), has a Limited Warranty for materials and workmanship on factory built Homes ("Homes") built by HTH and sold to you, the Builder. The conditions and coverage period of the Limited Warranty are described on the face of the Warranty certificate (form # HTS1); the purpose of this Service Policy is to outline the policies and procedures, which HTH, Builder, and Homeowner must follow when dealing with claims on the Limited Warranty ("Service Work").

Section A, Preliminary Inspection Form (form # HTS3)

1. To be completed and signed by Builder and returned by mail to HTH.
NOTICE: This must be post marked within seven (7) working days from delivery.
2. Coverage
 - a. Reporting any and all shipping damage
 - b. Reporting shortages from Ship-Loose list
(Included with shipping papers)
 - c. Reporting any and all Order Confirmation Discrepancies
Order Confirmation Discrepancies are defined as color and/or option selections that are different than ones reflected on the signed order form
(HTH reserves the right to make substitutions due to product availability or code conformity)
3. Activates the Warranty
4. HTH Responsibilities
 - a. HTH will make one trip to complete only items on this form, subsequent trips may be necessary
5. Any shipping damage, ship-loose shortages (except for product cartons that are labeled incorrectly), or order discrepancies not on this form are the responsibility of the Builder
6. If this form is not completed and returned to HTH within seven (7) working days, it will be assumed that there are no shipping damages, ship-loose shortages, or order discrepancies and warranty will be activated
NOTICE: If this form cannot be completed in the time allowed, IMMEDIATELY call HTH Customer Service Manager.
7. Warranty Buy-Out Homes
 - a. On Warranty Buy-Out Homes, HTH has completed it's responsibility to the Builder and Homeowner
 - b. On non-Warranty Buy-Out Homes, HTH will complete NO further service work until the Final Walk-Thru Check List is completed

Section B, Final Walk-Thru Check List (form # HTS4) (Non-Warranty Buy-Out Homes)

1. To be completed and signed by Builder and Homeowner
NOTICE: HTH will NOT complete any further service work or supply any parts until this form is completed and returned
 - a. Builder is considered to be the homeowner on model and spec homes
2. HTH Responsibilities
 - a. HTH will make one trip to complete only items on this form, subsequent trips may be necessary
3. Service Work not itemized on this list
 - a. Must be covered by remainder of Limited Warranty
 - b. Must be submitted to HTH by the Builder on the Warranty Request Form (form # HTS5)
 - c. Must be submitted within Limited Warranty coverage period
 - d. HTH will supply parts, Builder will supply labor to install parts and complete work
NOTICE: when requested by HTH, Builder must return defective parts to HTH.

Section C, Miscellaneous Information

1. Work performed by Outside Contractors
 - a. Due to time limitations, it is sometimes necessary for HTH to contract outside labor to complete service work
 - b. These contractors are representative agents of HTH and all work completed by them is treated as if HTH employees performed the work
NOTICE: This in no way releases Outside Contractors from their responsibilities to HTH
2. HTH IS NOT RESPONSIBLE FOR DAMAGE CAUSED BY SET CREWS OR OTHER CONTRACTORS HIRED BY THE BUILDER
3. Service Work completed by the Builder at HTH's request
 - a. Due to time limitations, it is sometimes necessary for HTH to request the Builder to complete service work on HTH's behalf
 - b. Once the Builder agrees to perform this work acting as a HTH contractor, a Warranty Approval Number will be issued to the Builder
NOTICE: The Builder now accepts all future responsibility for this Service Work just as an Outside Contractor would.
 - c. The Warranty Approval Number must be referred to on any invoices from the Builder
 - d. NO invoices will be paid if they are not pre-authorized with a Warranty Approval Number
4. Service Parts purchased on site by the Builder
 - a. Due to time limitations, it is sometimes necessary for Builders to purchase Service Parts to replace shortages or defective parts
 - b. To be reimbursed for these parts, the Builder must first notify HTH, on a Warranty Request Form and receive a Warranty Approval Number before purchasing the parts
 - c. The Warranty Approval Number must be referred to on any invoices from the Builder
 - d. NO invoices will be paid if they are not pre-authorized with a Warranty Approval Number
5. If a HTH Service Representative makes an additional service call, at the request of the Builder, and the problem is determined to be the responsibility of the builder, the Builder will be charged \$35.00 per hour portal to portal plus any travel expenses
6. Allow a minimum of two (2) to three (3) weeks for completion of Service Work completed by HTH

By signing, the Builder attests that I have fully read and fully understand the Hi-Tech Housing Service Policy as well as the other service and warranty forms (form #'s HTS1, HTS3, HTS4, HTS5, HTS6, HTS7, and HTS8). By signing below, the Builder is agreeing to all Policies, Procedures, and Notices contained within. Builder also realizes that adhering to this policy is a condition of remaining an Authorized Hi-Tech Housing Builder.

X _____
Builder Signature Date

Printed Name Title

HTHS2

White – HTH Yellow – HTH (Sales Dept.) Pink – Builder