



At Legacy DCS our primary focus is customer satisfaction – not just for the moment, but for years to come. When you contact us with a concern, you can expect us to respond promptly, research issues thoroughly and communicate with honesty, candor and a commitment to fulfilling our obligations.

Warranty Claim Process

To make a warranty claim please follow the steps below

- 1 Notify the Legacy Warranty Department promptly through one of the options listed below and describe the condition by location and appearance.

Phone: (512) 726-0500

Email: Warranty@legacydcs.com

Online: <http://www.legacydcs.com/login>

PLEASE NOTE: All Warranty Claims must be entered by the homeowner through one of the options above. Requests made to a onsite employee will not be accepted.

- 2 Allow us to investigate. After we receive your warranty service request, we will generate a service request and assign it to one of our Builders. The Builder will then contact you within 24-48 hours to schedule an inspection of the respective items.
- 3 Depending on the nature of the situation we observe, we may need to consult with industry experts or product manufacturers to determine an appropriate course of action.
- 4 Once we have confirmed that the claim is covered under the new home warranty and an appropriate course of action has been determined the Builder will schedule repairs for the warrantable items.
- 5 During repairs, we request for the homeowner to be present to give our team access to the property as well as for the safety and security of your personal belongings. Pets and items of value should be secured before workers arrive.
- 6 After repairs are complete the Builder will ask you to sign and date the service request order form confirming satisfaction of all completed service items. If the warranty repairs fail to meet your expectation please contact at the phone number provided above.