

Customer Care

H Hudson Homes takes great pride in building your dream home we work closely with you starting at the design of your home throughout the entire building process. We have several check points along the way to ensure our high building standards are met through in house inspections of the structural and mechanical components as well as employing third parties on the dry-out of framing materials, mechanical sealing, whole homes sealing and the envelope of your home to ensure our end product meets our high standards providing a home that will perform year after year!

Warranty Coverage

H Hudson Homes 1 Year Materials and Workmanship Warranty cover's your home from the date of closing on these items;

- Roofing
- Siding
- Windows
- Concrete Flatwork
- Drywall
- Doors & Millwork
- Paint
- Cabinets
- Counters
- Hardwood Floors
- Ceramic Tile
- Carpet
- Furnace & Ducting
- Plumbing Supply & Waste
- Electrical Wiring & Fixtures

Warranty Coverage

H Hudson Homes refers to “defects” in the Warranty Agreement as flaws in the materials or workmanship used in constructing the Home, due to non-compliance with the Residential Construction Performance Guidelines compiled by the National Association of Home Builders. We have included information in the following chapters of your **Homeowner Handbook** that will specify in detail how we will address issues that may arise during the warranty period of your new home.

Warranty Service

For performance under this Warranty Agreement, the instructions in the Reporting Procedures section of the **Homeowner Handbook** must be followed. If a claim is covered, H Hudson Homes will decide whether to repair or replace the defective item. H Hudson Homes has no obligation to reimburse Owner for amounts paid by Owner to a repairman or contractor. All claims not reported to H Hudson Homes prior to the expiration of this Warranty Agreement will not be covered by the Warranty Agreement.

Requests must be submitted in writing to us.

Cosmetic Deficiencies Covered for 30 Days

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H Hudson Homes will repair Cosmetic Deficiencies only if such problems are caused by defects in materials or workmanship. Cosmetic Deficiencies caused by Owner are not covered by this Warranty Agreement. Unless Owner notifies H Hudson Homes in writing of a specific Cosmetic Deficiency within 30 days of the closing date or possession of your home, whichever comes first, the Cosmetic Deficiency will not be covered by this Warranty Agreement.

Cosmetic Deficiencies means:

- Chipped or scratched countertops, cabinets, paint, flooring, ceramic tile, grout, marble, plumbing fixtures, glass, windows or mirrors.
- Dents or dings in garage door
- Torn screens

Appliances Covered by Manufacturers' Warranties

The following Appliances are covered by manufacturers' warranties and are not covered by this Warranty Agreement. However, if you discover a defect in any Appliance installed by H Hudson Homes during a period of one year from the closing date of the home, H Hudson Homes will assist you in your efforts to enforce the manufacturer's warranty.

Appliances means:

- Dishwasher / Range Hood
- Range / Microwave Oven/ Oven
- Refrigerator / Washer and Dryer

One Time Touch-up Coupon

H Hudson Homes offers a One Time Touch-up Coupon which can be used anytime in the first year after your closing date and expires on your one year anniversary. This coupon covers the drywall issues that may occur as your home acclimates to being a conditioned space. We do recommend letting your home go through a complete heating and cooling cycle, or around the tenth or eleventh month of the first year in your home, to redeem your coupon.

The Next Ten Years...

The State of Oregon has a "statute of repose" for the protection of consumers, for a period of ten years. If you suffer damage or loss within that time, caused by a defect from the original construction, you may report it to H Hudson Homes under the warranty. You should follow the steps spelled out in

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ORS701.565, to protect your interests, by notifying H Hudson Homes in writing of the specific defect (s) you are concerned about.

24 Hour Emergency Hotline

If you have an after-hours emergency as listed below, please contact our answering service for immediate assistance at: 503-412-2368

- You must be within your One Year Warranty Period
- Water Intrusion—leaking plumbing, roof, or windows
- Loss of Water—complete loss of water (for situations under H Hudson Homes control)
- Loss of Power—complete loss of electrical power (for situations under H Hudson Homes control)
- Sewer Back up or Spill—sewer back up or spillage of sewage in the crawl space within the first year of occupancy
- Loss of Heat—complete loss of heat when the outside temperature is below 45 degrees
- Gas Leak—gas leaks on the house side of the meter (You must also contact NW Natural at 800-882-3377).