



How to enter an online warranty request:

1. Visit the warranty website at myryanhome.com
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**

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

Tell Us How To Reach You

A confirmation will be sent to the email below. Please provide the best phone number to contact you regarding this request.

| | |
|----------------------|----------------------------|
| First Name* | Last Name* |
| <input type="text"/> | <input type="text"/> |
| Email Address* | Best Contact Phone Number* |
| <input type="text"/> | <input type="text"/> |

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

| | | |
|---|--|---|
| Description of Item | Area of Home | Specific Item/Part |
| <input type="text" value="-- Select Description --"/> | <input type="text" value="-- Select Area of Home --"/> | <input type="text" value="-- Select Specific Item --"/> |

- Select Description --
- Appliance
- Bath Accessories
- Brick
- Cabinets/Shelving
- Community Common Area
- Concrete/Asphalt
- Counter/Vanity Tops
- Deck/Patio
- Doors

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

Details of your issue

Details

Limit 250 characters per issue

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

Add Attachments

NO FILE CHOSEN

Attachment(s) must be a .png .jpg .gif or .pdf and less than 5MB in size

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

| Item List | | | | | |
|-------------|---------------------|------------------|--|---------------|--------|
| 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 | ⊗ |
| 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**

| | |
|-------------------------------|---|
| PREVIOUS STEP | 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**

Wait, do you want to add additional items to this request?

YOUR WARRANTY REQUEST HAS NOT BEEN SUBMITTED YET

Before you submit your warranty request, please add all the items you would like us to review.

| | |
|---|---|
| I HAVE ADDITIONAL ITEMS | 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

✓

STEP 1

Where you live

✓

STEP 2

Contact Information

✓

STEP 3

Warranty Request

✓

STEP 4

Confirmation

Warranty Request complete

Ticket #: 2673329

Thank you for entering your warranty request. You will receive an email confirmation shortly. A copy of your receipt has been provided below. Please keep this page for your records.

Request List

| Description | Location | Specific Item | Request Details | Attachment(s) |
|-------------|---------------------|------------------|--|---------------|
| Drywall | Interior | 1 Time Drywall | I would like to request my 1 time drywall service for settlement related drywall concerns. | 0 Attached |
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