



WARRANTY WORK REQUEST PROCEDURE

Submit **ALL** warranty work requests to VBC Office via *email to:*
warranty@verdebuild.com

- VBC Office Hours of Operation
 - Monday-Friday *Not including Holidays
 - 6:30am-4:00pm *Not available 24/7
 - **VBC Office response time is typically within 24 hours**
 - VBC Office always tries to accommodate hours outside of the above day and timeline, but cannot guarantee an office representative will be available outside of the previously listed day and timeline
 - In the event an office representative is not available and the warranty work request is an **emergency*** please refer to the closeout manual subcontractor list for contact name and numbers
 - **Emergency*:** power outage to critical equipment, RTU failure, severe sanitary line blockage, severe roof leak
 - **Non emergency:** door sanding, caulking replacement, cracked tile
- No field request or requests to VBC Superintendents will be accepted
 - Directly making a warranty work request to VBC Superintendents will *never* result in scheduling of work.
 - This will cause inconveniences to the store operators
 - Please feel free to discuss concerns with the **on site** VBC Superintendents
 - VBC Superintendents will relay information to the VBC office so we are aware a concern may generate a warranty work request

VBC Superintendents are a great resource the VBC Office utilizes to accomplish a number of tasks for all of our projects and are scheduled out days or weeks in advance by the VBC office.

To coordinate getting any warranty work on the VBC schedule it is critical to follow the warranty work request procedure above.

****IMPORTANT: If a warranty work request is submitted to VBC and it results in a non-warranty item/service work issue, a service work invoice will be assessed.**

THANK YOU VERY MUCH FOR YOUR COOPERATION WITH THIS MATTER.