



Customer Care Service

It is a Level Homes' policy to consistently provide courteous and effective Customer Care service on a timely basis (weather and labor conditions permitting) for all warrantable (non-maintenance) items as defined by the Construction Performance Guidelines, located in the 2-10 Home Buyers Warranty Manual. Please email Customer Care at CustomerCare@LevelNC.com or call (919) 296-5775 during the hours of 8:00 am – 5:00 pm, Monday – Friday, so the warrantable item(s) can be documented and processed in a timely manner, should they arise.

Our Customer Care program has the following expiration dates:

Please know your closing date and submit all future warrantable claims before the warranty period expires.

- One year from the date of closing on workmanship and materials. During the first year of ownership, at your request, we will address any performance items.
- Two years on HVAC, Plumbing, and Electrical systems.
- Ten years on structural components. If you decide to sell your home, your 2-10 Warranty stays with the home and is transferred to the new homeowners.

Emergency Service Request Procedure

For emergencies, contact the applicable Trade Partner from the Emergency Subcontractor List located in the cabinet under your Kitchen sink. After you have contacted the applicable Trade Partner, email Level Homes Customer Care at CustomerCare@LevelNC.com with an explanation of the situation and who you have contacted so that we can monitor the progress of your service request.

"Emergencies" include situations such as:

- Total loss of heat or air.
- Total loss of electricity. (Contact the utility company before reporting this circumstance to LEVEL HOMES or electrician.)
- Total loss of water. (Contact the water department to be certain the problem is not a general outage in the area.)
- Plumbing leak that requires the entire water supply to be shut off.
- Gas leak. (contact gas company immediately or plumber if the leak is at the furnace or water heater supply lines.)

NOTE: If you call a Trade Partner to your home outside of normal business hours for a non-emergency service item or an issue is found to be non-warrantable or caused by homeowner use or lack of maintenance, you may be asked to pay the Trade Partner's representative the applicable charges for the service call.

Standard Service Request Procedure

Please submit all warrantable requests by email to CustomerCare@LevelNC.com. Include your address, contact information and description of issue(s). A Level Homes Customer Care Coordinator will contact you within one business day from the time you submit a claim. Contact the Customer Care Department, (919) 296-5775, between the hours of 8:00 am – 5:00 pm, Monday – Friday for any Customer Care related questions.

30-Day Walk

The 30-Day Walk is a pro-active review of your home, conducted by a Level Homes' representative to ensure it is operating properly. At the time of your walk, your Construction Manager will provide answers to questions you may have in regards to warranty and homeowner maintenance. They will also address any warrantable items you may have discovered after moving into your home. Your sales associate will contact you soon after your closing to arrange a date with your Construction Manager for your 30-Day Walk, between the hours or 8:00 am – 4:00 pm, Monday – Friday.