

Customer Care Request Process

Online Customer Care Request Form:

Fill out the online [Customer Care Request Form](#) at jmchomes.com/homeowners. Our Customer Care staff will schedule an appointment for you.

Offline Customer Care Request Form:

Offline Customer Care Request forms may be downloaded from jmchomes.com/homeowners and submitted via mail or fax.

Once your completed Customer Care Request form is received by JMC Homes, we will then make a determination as to whether the requested service is covered under the Fit & Finish Warranty or is otherwise the responsibility of the builder under the Post-Closing Right To Repair Act Addendum you signed in conjunction with the Purchase Agreement, or whether it is the responsibility of a manufacturer, or if it is the homeowner's responsibility. Please refer to the manufacturers' warranty section of your homeowner manual for more warranty information.

Please note that Customer Care Request Forms will only be accepted by the JMC Homes Customer Care department. Please do not submit any requests to sales or construction staff.

Your Customer Care Appointment

Owner or Designee Must Be Present:

Our Customer Care representatives and/or authorized subcontractors will not enter your home in order to perform Customer Care unless an owner, or a responsible adult who has been designated by the owner, is present. Also, the owner, or the designated party, must be present when the service work is performed. We will only retain keys to your home if you (the owner) sign a Key Release form at close of escrow granting us permission to enter. Finally, our employees and/or subcontractors will not remain in your home in the presence of minor children who do not have adult supervision. Also, please note that we will not be responsible for pets, or their security. We strongly advise you to remove pets from the work area and do not return them to the service area in the home until you have inspected the work and determined that it is safe and secure.

Service Schedule

All service inspections and work will be performed Monday - Friday between the hours of 8 am & 4 pm. We will make every effort to accommodate your schedule in responding to your Customer Care requests.