



ACES- Warranty Procedure Sheet

To Initiate Intervention:

- ★ Send Complaint in Writing to ACES Office
- ★ Email Complaint to bsee@acesbuilderswarranty.com
- ★ Fill Out Complaint form at www.acesbuilderswarranty.com
- ★ Include Attempts to Resolve and Contact Info
- ★ ACES Staff will Contact you to Schedule an Inspection

At the Inspection Expect:

- ★ (A Fair and Unbiased Look at the Complaint in Person)
- ★ Who?: A Rep from ACES, the Builder, and an Inspector
- ★ What?: A Walk Through of the Problems with Inspector
- ★ When?: At a Time Scheduled in Advance
- ★ Where?: At the Residence Covered by the Warranty
- ★ Why?: To Examine Problems with a Third-Party Inspector

After the Inspection:

- ★ The Inspector will Write a Report (about a week or two)
- ★ Recommendations to Solve the Problem will be Given
- ★ ACES will Send the Report to Builder and Home Owner