

Steps to Submit a Warranty Claim



Submit via online form [here](#).

1. Submit a Warranty Claim(s) form to complete per address.

Warranty Claim Submission

Submitting this form will create a warranty claim with Ameritex Homes. Please add each issue individually when prompted and provide as much detail and photos as possible. At end of submission you will have an option to download a PDF copy of your entire claim. If this is an emergency, please check the sticker placed under the kitchen sink cabinet for direct contact to a plumber, HVAC and/or electrician.

Enter home address *



Type in home address of claim and select as it appears.

Homeowner Name *

Homeowner Email *

Homeowner Phone Number *

Resides in Home *

Do you reside in the home? If you rent your home out to another tenant, the answer would be no.

1a. Select from dropdown under Resides in Home.

Resides in Home *

Do you reside in the home? If you rent your home out to another tenant, the answer would be no.

Tenant Name *



Tenant Phone Number *

Resides in Home, Yes, allows you to move on to add items. No, asks Tenant Name and Number to properly communicate with them on scheduling any work.

Add items individually *

Each issue should be listed individually, once you complete one and click add you will be prompted to add the next and so on.

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2. Select + Add Individual Item(s) button.

Add items individually *

Each issue should be listed individually, once you complete one and click add you will be prompted to add the next and so on.



Select a Claim Issue type and then give a description of the issue.

Best to provide photos whenever possible.

When selecting Location of Issue, multiple can be selected, if needed, as it relates to the individual issue.

If you have been in contact about this repair/claim, select yes and a text box will appear to provide details.

Add new Add items individually

Claim Issue *
Provide the issue here. These will be listed separately.

Description of Issue *
Describe in detail the issue.

Photos
Photos are helpful and sometimes required. Best to provide when issuing the claim.

Location of Issue *
Select all that apply to the issue selected.

Have you contacted anyone for this repair/claim? *

- Bedroom 4
- Primary Bathroom
- Bathroom 2
- Bathroom 3
- Living Room
- Kitchen
- Garage

Location of Issue *
Select all that apply to the issue selected.

Garage x

Have you contacted anyone for this repair/claim? *
Select Have you contacted anyone for this rep... v

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3. Ready to add next item, edit, delete or Submit.

Add items individually*

Each issue should be listed individually, once you complete one and click add you will be prompted to add the next and so on.

Electrical

Each item added will allow to edit or delete, plus add other item(s). When complete, click Submit.

4. Submitted and ready to Download PDF & Close window.

Thank you, your claim has been submitted.

A representative from the Ameritex Warranty Team will respond within 24 business hours. If this is an emergency, please check the sticker placed under the kitchen sink cabinet. You can download a PDF below and/or close this window.

Be sure to wait for verification of submission on this screen before exiting. Download PDF is optional if you would like a copy of your submission.

Submit again is NOT used.

Note:

If you have any issues submitting, please contact the Warranty Team by emailing warranty@winchestercarlisle.com