



CUSTOMER CARE PROGRAM

Our Commitment

At HR Johnson Homes, our enthusiasm and passion are founded in the construction of high-performance handcrafted custom homes for discerning Homebuyers and our business is to focus on the happiness and satisfaction of Homeowners – both during the Home Construction Process and the long term commitment to our Homeowners through the HR Johnson Homes Customer Care Program. In essence, HR Johnson Homes is invested in your satisfaction and happiness beginning with the design process and building of your handcrafted custom home through the Homeowner Orientation and our quality assurance to you in the months and years following the completion of construction of your residence.

As an integral part of our Customer Care Program, HR Johnson Homes conducts an in-depth Homeowner Orientation and Walk-Through as an educational tour of your new handcrafted custom home that involves a simple 3-Step Procedure to demonstrate the proper operation, maintenance, and safety of the systems and features of your new home. During the Homeowner Orientation, HR Johnson Homes also provides a Homeowner Manual that includes instructions and details regarding proper operation, maintenance, and safety of the systems and features of your new home as well as energy efficiency and sustainability practice tips and directions. After all, a knowledgeable and well-informed Homeowner is a satisfied and content Homeowner.

As a central element of the HR Johnson Homes Customer Care Program, we provide an Express Limited Warranty and a minimum 10-Year Third Party Structural Warranty in each of our Custom Home Packages. More notably, an essential component of our Customer Care Program involves long term commitment to Homeowners. As such, we will schedule follow-up visitations with Homeowners after 90 days and again at 12 months to revisit proper operation, maintenance, and safety of the systems and features of your new home as well as to review the Warranties again - and to address any questions or concerns of the Homeowners. And of course, we are always available

in the subsequent years for any questions and assistance to help you to continue to enjoy your Homeowner experience.

In the end, our objective is to provide an exceptional Homebuyer and home ownership experience for you that is clearly distinguishable from other builders – which results in the creation of a handcrafted custom dream home that matches perfectly with your goals and aspirations as well as the comfort and trust derived from our long term commitment to Homeowners.



A Refined Approach to Homebuilding

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