



# Warranty Agreement

Property Address	
Start Date of Warranty	
End Date of Warranty	

	Signature	Date
Buyer		
Turnkey Iowa		

**ITEMS COVERED UNDER WARRANTY:** Our one year home warranty matches the strongest that we've seen in the industry, far and away exceeding coverage many national insurance companies offer. There are no deductibles, trip charges or service fees. Our goal is to serve our investors. Our comprehensive one year warranty covers all the major components of our homes, including but not limited to: heating and cooling systems, water heaters, interior and exterior electrical components, plumbing, structural and foundation issues, and roofing system.

**ITEMS NOT COVERED UNDER WARRANTY:** Warranty excludes tenant neglect, wear and tear, misuse from tenants, acts of God, sewer and power surges.

**IMPORTANT NOTICE:** Warranty is good from the Start Date of Warranty to the End Date of Warranty if continuously, without interruption, professionally managed by Turnkey Iowa's (TI).

## TERMS AND CONDITIONS

- For covered items, TI and/or TI's Property Management partner will repair or replace the covered item. TI has the sole right to determine, according to the terms of this contract, whether a covered item will be repaired or replaced. When making repairs, TI reserves the right to rebuild existing parts or components and/or to install rebuilt parts or components. When making replacements, TI is responsible for installing replacement equipment and parts of similar features, capacity, and efficiency, but not for matching dimensions, brand or color. TI is not responsible for matching any feature of an existing item that does not contribute to the primary function of that item.
- TI may be notified of the malfunction by the tenant and will perform repair services according to the Property Management agreement in place. In this case, you will be billed by the Property Management company for the repair. If you believe that the repairs fall under the warranty terms above, you must file a claim for reimbursement within 90 days of the service. Requests for claim reimbursements must be sent to [Krissy@turnkeyiowa.com](mailto:Krissy@turnkeyiowa.com)
- TI has the right to select a TI authorized service contractor to perform the service.
- Tenants and/or you must provide access to the property when service is scheduled.
- TI will determine what services constitute an emergency and will make reasonable efforts to expedite emergency service.
- In the event that TI informs you the malfunction is not covered under this contract, you have the right to request a second opinion. You must ask TI for a second opinion from another Service Contractor within 7 days from TI informing you the malfunction is not covered. In the event that the outcome of the second opinion is different than the first opinion, then TI may, at its discretion, decide whether to accept coverage under this contract. You will be responsible for any expenses arising as a result of obtaining the second opinion.
- In the rare event that TI authorizes or requests you to contact an independent service contractor to perform a covered service, TI will provide reimbursement for an authorized amount of the cost you incur for the repair or replacement services. Acceptable proof of the repair and your actual itemized costs must be provided to and approved by TI before any reimbursement will be paid.