GW Homes, Inc. Customer Care System

Identify Problem

Determine if problem is an Emergency or not

No

If the problem is not an emergency read your warranty manuals and the Customer Service Procedures to evaluate the problem

Once all materials have been read, determine if the problem is Immediate Warranty, Service, or One Year Warranty

Yes

If problem is an emergency, immediately take actions to prevent further damage to home, then call the appropriate tradesmen

After contacting the Tradesmen call GW Homes to inform of the situation

Problem is Resolved!

Immediate Warranty & Service

One Year Warranty

If problem is Immediate Warranty or Billable Service work then fill out the Customer Service Request Form

Fax or Mail to:
GW Homes Inc
202 St. Claire Place, Suite 100
Stevensville MD 21666
Fax (410) 643-9131

If problem is Service work write it on your list until the One Year Warranty Check Up

A GW Homes Representative will contact you when the form is received and an appointment is made

The Construction Manager comes to your home to evaluate the concern and possibly repair it. The Construction Manager will determine if the concern is Service or Immediate Warranty. If it can not be repaired then an appointment is made to return and finish the work

Problem is resolved at One Year Warranty Check Up

Return to complete the service work

Problem is resolved. If Immediate Warranty, stop here. There is no charge for Immediate Warranty items. If Service Work please continue to final step.

Receive & Pay Invoice for work completed.