

Service Request Form

As our customer service system is based on your written report of non-emergency items, please complete this form to notify us of service requests. After completing sections A and B and signing below, you can send your request via email to warranty@rincongrp.com. Service appointments are available from 8:00 a.m. to 4:00 p.m., Monday through Friday. Please consult your Homeowner Maintenance Guide prior to submitting this form.* We appreciate your cooperation! and look forward to providing you with efficient service.

Section A

Name: _____
 Address: _____
 Phone (cell): _____
 Phone (work): _____
 Email: _____

Section B

Service Requested

Please provide a complete description of the problem, for example "hall bath – cold water line leaks under sink", rather than "plumbing problem"				
Item #	Description of Item	Room and Specific Location	Additional Information	*Rincon Response to Request
1				
2				
3				
4				
5				
*Rincon Response	1. Work Order Issued	2. Item Out of Warranty	3. Homeowner Maintenance Responsibility	
	4. Further Inspection Needed	5. Manufacturer's Warranty	6. Within Industry Standards	
Remember to allow 4 to 6 weeks to complete a repair for a replacement item that must be ordered (i.e. window or cabinet). Thank you.				

Section C:

Date: _____ Homeowner Signature: _____