

Consumer Notice

AS A BUYER OF A MANUFACTURED HOME, YOU HAVE CERTAIN PROTECTIONS UNDER STATE AND FEDERAL LAW.

- North Carolina law provides you with a one-year warranty from the date of delivery of your new home. If you experience warranty-related issues during this 12-month time period you should contact the dealer that sold you the home. All issues should be presented in writing.
- Your salesperson and set-up contractor must be licensed and are regulated by the North Carolina Manufactured Housing Board. The Board's duties include addressing consumer complaints.
- As with any purchase, there are certain buyer responsibilities concerning homeowner maintenance. Buyers should carefully review their owner's manual and perform proper home maintenance and care. Alterations or modifications to the home may affect warranty coverage. Before altering or modifying your home consult your dealer.
- You must be provided a copy of the purchase agreement at the time of the deposit and sale.
- The U.S. Department of Housing and Urban Development (HUD) Manufactured Home Dispute Resolution Program is available to resolve disputes among manufacturers, retailers, or installers concerning defects in manufactured homes. North Carolina Department of Insurance, Office of State Fire Marshal, Manufactured Building Division is the State Administrative Agency and has a consumer assistance or dispute resolution program. For additional information about these programs, see sections titled "Dispute Resolution Process" and "Additional Information - HUD Manufactured Home Dispute Resolution Program" in the Consumer Manual required to be provided to the purchaser. These programs are not warranty programs and do not replace the manufacturer's, or any other person's, warranty program.

For further assistance or to make a consumer complaint, contact:
The Manufactured Building Division
of the NC Department of Insurance toll free at:
1-800-587-2716
 or write to the:
MANUFACTURED HOUSING BOARD
North Carolina Department of Insurance
 Manufactured Building Division
 1202 Mail Service Center
 Raleigh, NC 27699-1202

Signing below confirms that the dealer has provided to the buyer a copy of this Notice of Consumer Rights and a copy of the Owner's Manual for the buyer's new home. This document contains important information about your protections under state and federal law, and you should keep a copy with your important papers.

Buyer Signature _____ Date: _____

Buyer Signature _____ Date: _____

Dealer Signature [Signature] Date: 9/23/25

PREPARED BY THE NORTH CAROLINA MANUFACTURED HOUSING BOARD





OUR HOME PROTECTION PLANS KEEP YOUR HOME LOOKING LIKE NEW!

Home Protection Plans can help you maintain your home.

MAKE THE RIGHT CHOICE CONTACT US TODAY!

Join thousands of homeowners being protected. With Home Protection Plans, you can expect:

- Friendly, professional service
- Fast and accurate responses to your questions and claims
- And more



One of the best ways to ensure your security and peace of mind. Should you have an unexpected loss, you'll know you chose the right protection for your home.

This is a brief description of the programs available. For complete details, including providers, limitations and exclusions, please speak to a HomeFirst agent.

Home Protection Plans are available in AL, CT, FL, GA, IL, IN, MD, MI, MN, NY, OH, PA, VA, WI, and WA. Home Protection Plans are not available in AK, HI, IA, KS, MO, NE, ND, SD, TN, TX, and WY. Home Protection Plans are provided by American Builders Coverage Group and are provided by American Builders Coverage Group, a National Warranty Service Corporation, P.O. Box 106667, Atlanta, GA 30384-5667, 800.336.6200.

CONTACT US TODAY!

Sign up now by calling our HomeFirst agents toll-free.

1.800.804.9389

Our friendly, professional staff is ready to help you.

Monday through Friday
8:30 a.m. - 5:30 p.m. ET.

PS29900HC-R000017
Home Protection Plans
(HPP) and MHECJ
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HOME PROTECTION PLANS



PROTECTION BEYOND YOUR
MANUFACTURER'S WARRANTY
QUALITY. SERVICE. PEACE OF MIND.
UNDER ONE ROOF



Our Home Protection Plans provide you with the coverage you need to protect your home. Covered repairs and replacements can be handled quickly & inexpensively with this convenient program.

PEACE OF MIND PROTECTION

Our programs protect the structure of your home; original systems (such as plumbing, electrical system, water heater, and central heat and air conditioning); as well as appliances included in your home at the time of delivery.

You'll pay a deductible for any repair or replacement of covered items due to defects. This deductible applies to each covered component.



HOME PROTECTION PLANS SAFEGUARD THE INVESTMENT IN YOUR HOME

HERE'S HOW OUR HOME PROTECTION PLANS PROTECT YOU*

Major Structural Defects

The load-bearing parts of your home are covered against defects that affect their function, including the following:

- steel frame
- sub-floor structure
- doors, windows and sliding doors
- load-bearing & non-load bearing framing members
- interior walls
- exterior siding
- roof structure

Electrical System

- service panel
- wiring
- ceiling and wall receptacles
- light fixtures
- switch boxes
- switches
- outlets

Central Heating System

furnace and all component parts

- duct work
- fuel & electrical lines & connections /joints
- vents and exhaust pipes / chimneys

Plumbing System

- hot and cold water lines
- water waste pipes
- soil pipes and vents
- faucets
- internal assembly parts of the toilet
- water holding tanks
- sinks
- bathtubs
- shower stalls
- all connections/joints

Hot Water Heater

- water heater, including fuel lines, vent pipes / chimneys

Central Air-Conditioning System

- compressor
- condenser and a-frame
- evaporative coolers
- connections / joints
- vents and exhaust pipes
- fuel and electrical lines and their connections

Most Major Appliances

- washer and dryer
- dishwasher
- garbage disposal
- oven
- microwave oven
- range and range hood
- refrigerator
- trash compactor

*Plans and protection vary by state. Speak to a HomeFirst agent for more details, including coverage, limitations and exclusions.



CONTACT US TODAY!

HomeFirst is fully committed to providing quality customer service that builds relationships & foundations for the future. Our friendly, professional staff is ready to answer any questions you may have.

1.800.804.9389

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