

If there are any warranty items with your new home after your orientation walkthrough, please fill out our Service Request form so we can provide you with fast, convenient service for your new home. Just provide us with your name, address, year of occupancy and a brief description of the problem, and we will contact you as soon as possible to arrange for any repairs that are to be made.

**SERVICE REQUEST**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Year of occupancy: \_\_\_\_\_

Contact number 1: \_\_\_\_\_

Contact number 2: \_\_\_\_\_

Email \_\_\_\_\_

**DESCRIPTION OF REQUEST**

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**Once complete, please fax this form to us at: 604.521.0078  
or scan and email to: [customerservice@mstarhomes.com](mailto:customerservice@mstarhomes.com)**

**Customer Service Emergency Phone: 604.521.0038 Ext 270**

**APPOINTMENTS FOR SERVICE** are made during regular business hours: 8:00 AM to 4:00 PM, Monday to Friday. The Owner must be present when the customer service representative is responding to warrantable claims. Please ensure that you schedule your service appointments so that you can remain at home until the repairs are complete.