

WARRANTY ORDER EXTENSION REQUEST

Extensions are granted only in unique situations where the manufacturer, retailer and/or installer is faced with circumstances beyond his/her control and it is determined that a good faith effort to comply is/has been made. The period of the extension is based on the individual circumstances and is not intended to provide for neglect on the part of the manufacturer, retailer, and/or installer nor is the extension to be granted on a recurring basis.

To request an extension, notification must be made prior to the imposed deadline on the warranty order and sent to the Department **in writing**. To expedite the request, notification may be faxed to 806-794-6876 or 512-475-3506 or emailed to mhfieldoffice@tdhca.state.tx.us. The decision to grant an extension will be based solely on the facts and circumstances provided by the license holder.

Denial of an extension request may result in the license holder being in violation of the warranty order and needing to show good cause in writing as to why they failed to provide service, pursuant to § 1201.357, of the Occupations Code.

If the license holder fails or refuses to provide warranty service in accordance with the warranty order the director shall hold an informal meeting at which the license holder must show cause as to why their license should not be suspended or revoked and at which the consumer may express the person's views. Following the meeting, the director shall either resolve the matter by agreed order, dismiss the matter if no violation is found to have occurred, or institute an administrative action, which may include license suspension or revocation, the assessment of administrative penalties, or a combination of such actions, pursuant to § 1201.357(b), of the Occupations Code. **All applicable fields should be completed below.**

BLOCK 1: LICENSE HOLDER INFORMATION

Name of license holder charged with warranty work:		License #:	<i>(Examples: R-1234 M-1234 I-1234)</i>
Email Address:		Phone #:	()

BLOCK 2: CONSUMER AND HOME INFORMATION

Consumer Name:		Complaint #:	
Label/Seal #:		Serial #:	
Label/Seal #:		Serial #:	
Label/Seal #:		Serial #:	

BLOCK 3a: EXTENSION JUSTIFICATION

Compliance with Warranty Order

List the assigned warranty items already completed or which will be completed by the warranty order deadline:

1.	6.
2.	7.
3.	8.
4.	9.
5.	10.

Comments:	

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BLOCK 3b: EXTENSION JUSTIFICATION

Non-Compliance with Warranty Order

*For the service or repairs which **CANNOT** be made within the specified warranty order deadline, the license holder must show good cause why the assigned warranty items cannot be completed and shall request an extension for a specific time to comply with the order.*

Description of service or repair not completed by warranty order deadline specified	Justification why service or repair cannot be completed by the specified warranty order deadline.	Deadline specified on warranty order	Extension of how many days needed?
1.			
2.			
3.			
4.			

Comments:

BLOCK 4: LICENSE HOLDER SIGNATURE

By signing, I certify that the information provided in this document is true and correct and that a good faith effort was made to comply with the warranty order and that the circumstances described above are beyond my control.

_____ *Printed Name*

_____ *Position*

_____ *Signature*

_____ *Date*

**BLOCK 5: DECISION
(FOR DEPARTMENT USE ONLY)**

APPROVED (New Deadline: _____)

DENIED

Explanation:

_____ *Signature of Field Operations Manager*

_____ *Date*

_____ *Signature of Operations Director*

_____ *Date*