



23 MONTH WARRANTY TERM WALKTHROUGH SURVEY

PROHOME[®]

550 N. 159th Street East, Suite 2000
Wichita, KS 67230-
Corporate Office: (800) 899-2451

We want to hear from you.

Home Buyer Information

Date

Builder

ProHome Rep

Please complete and email to inquiry@prohome.com

Or fax toll free to 1-888-867-4552.

We truly appreciate your opinion. Thank you, your ProHome Staff

- | | | | | | |
|---|--|-------------------------------------|--|-------------------------------------|--|
| 1. Was the ProHome Representative prompt? | <input type="button" value="Yes"/> | <input type="button" value="No"/> | | | |
| 2. Did the ProHome Representative provide you his/her Business Card? | <input type="button" value="Yes"/> | <input type="button" value="No"/> | | | |
| 3. Did you feel that each Claim was explained clearly? | <input type="button" value="Yes"/> | <input type="button" value="No"/> | | | |
| 4. If you had Non-Warrantable Requests listed, did the ProHome Representative explain the reason for exclusion? | <input type="button" value="Yes"/> | <input type="button" value="No"/> | | | |
| 5. Did the ProHome Representative check for extra materials such as paint at your home? | <input type="button" value="Yes"/> | <input type="button" value="No"/> | | | |
| 6. Did the ProHome Representative clearly explain the next step for processing your warrantable claims? | <input type="button" value="Yes"/> | <input type="button" value="No"/> | | | |
| 7. Did the ProHome Representative have ample time to review with you each of your claims? | <input type="button" value="Yes"/> | <input type="button" value="No"/> | | | |
| 8. Did the ProHome Representative park in the street? | <input type="button" value="Yes"/> | <input type="button" value="No"/> | | | |
| 9. Did the ProHome Representative remove his/her shoes or wear booties? | <input type="button" value="Yes"/> | <input type="button" value="No"/> | | | |
| 10. Was the ProHome Representative in a ProHome uniform? | <input type="button" value="Yes"/> | <input type="button" value="No"/> | | | |
| 11. How were the components of your Walkthrough explained? | <input type="button" value="Very Poor"/> | <input type="button" value="Poor"/> | <input type="button" value="Average"/> | <input type="button" value="Good"/> | <input type="button" value="Excellent"/> |
| 12. How was the ProHome Service explained? | <input type="button" value="Very Poor"/> | <input type="button" value="Poor"/> | <input type="button" value="Average"/> | <input type="button" value="Good"/> | <input type="button" value="Excellent"/> |
| 13. How would you rate the information the ProHome Representative presented? | <input type="button" value="Very Poor"/> | <input type="button" value="Poor"/> | <input type="button" value="Average"/> | <input type="button" value="Good"/> | <input type="button" value="Excellent"/> |
| 14. How would you rate the ProHome Representative's professionalism? | <input type="button" value="Very Poor"/> | <input type="button" value="Poor"/> | <input type="button" value="Average"/> | <input type="button" value="Good"/> | <input type="button" value="Excellent"/> |
| 15. How would you rate your overall experience with ProHome? | <input type="button" value="Very Poor"/> | <input type="button" value="Poor"/> | <input type="button" value="Average"/> | <input type="button" value="Good"/> | <input type="button" value="Excellent"/> |

Comments
