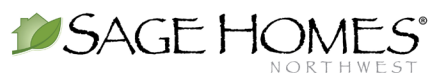


WARRANTY CLAIM REQUEST



1. Log in to the ITK Portal here: <https://sag.ihmsweb.com/>
2. User ID and Password
 - a. Your user ID will be the address of your home, with no spaces, and street names capitalized. (Example: 12345MainStreet)
 - b. If you have a Unit number, it will be at the end of the address, no spaces. (Example: 6789FreewayPlaceC4)
 - c. Your initial password will be WelcomeHome, which you will can (and should!) change once you have logged in to the portal.
3. In the middle of the page, you will see a blue button marked "Click Here to Enter Service Requests". This will allow you to detail a description of your warranty issue, attach photos (if necessary/able), and suggest a preferred date and time for service.
4. An email will be sent to our Customer Care department with the information you have provided.
5. You can manage your open warranty item list from this portal.

We are happy to help should you need any assistance! Please email us at CustomerCare@SageHomesNW.com



We are providing this Limited Warranty as an expression of our confidence in the quality of your new home. In general, this Limited Warranty provides a 1 year warranty on workmanship and on certain systems, and a limited 6 year warranty on structural elements. The Limited Warranty is a legally binding document and we encourage you to familiarize yourself with its complete terms prior to entering into a Purchase Agreement. Thank you for choosing Sage Homes Northwest to build your home. Persons in photos do not reflect racial preference and housing is open to all without regard to race, color, religion, sex, handicap, familial status or national origin. Prices, plans, and terms are effective on the date of publication and subject to change without notice. Depictions of homes or other features are artist conceptions. Hardscape, landscape, and other items shown may be decorator suggestions that are not included in the purchase price and availability may vary. © 2022 Sage Homes Northwest®

See complete details (and exclusions) in your Limited Home Warranty.