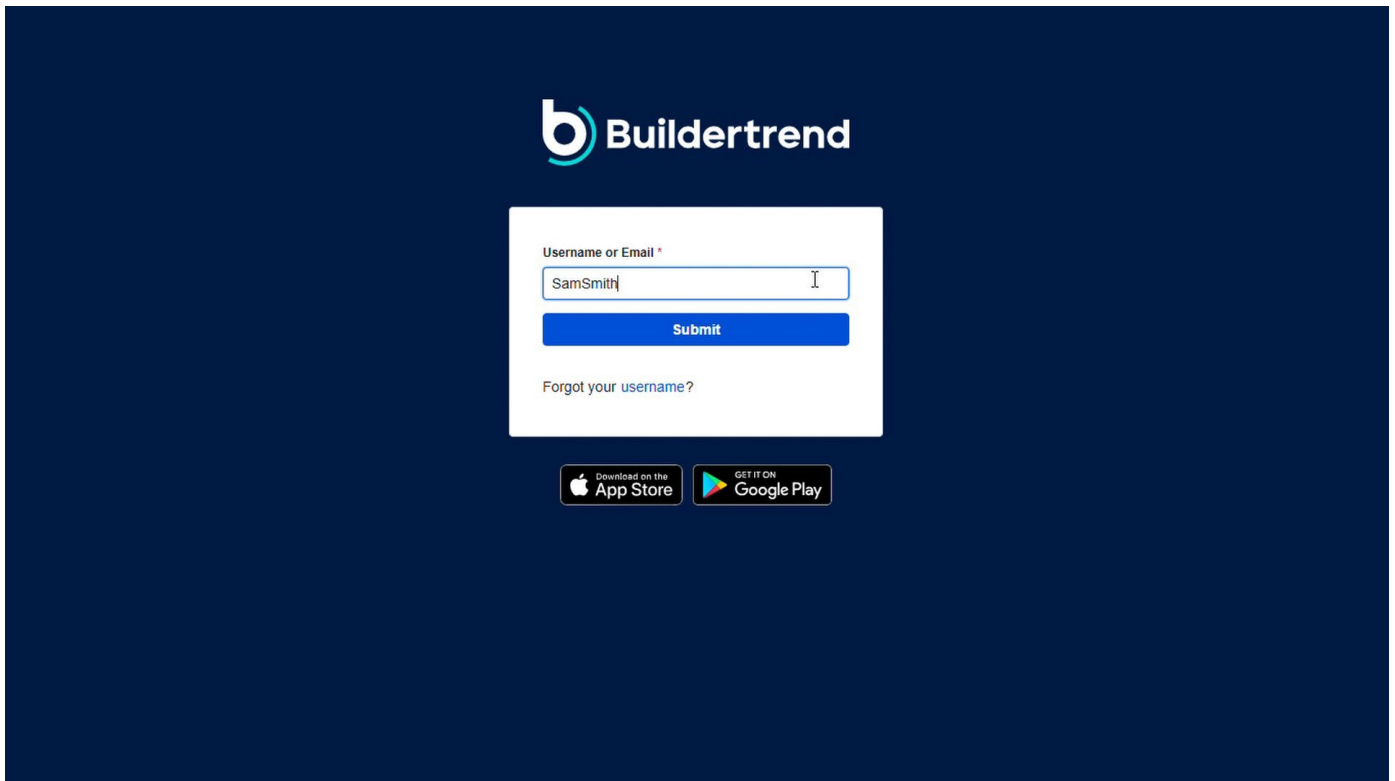


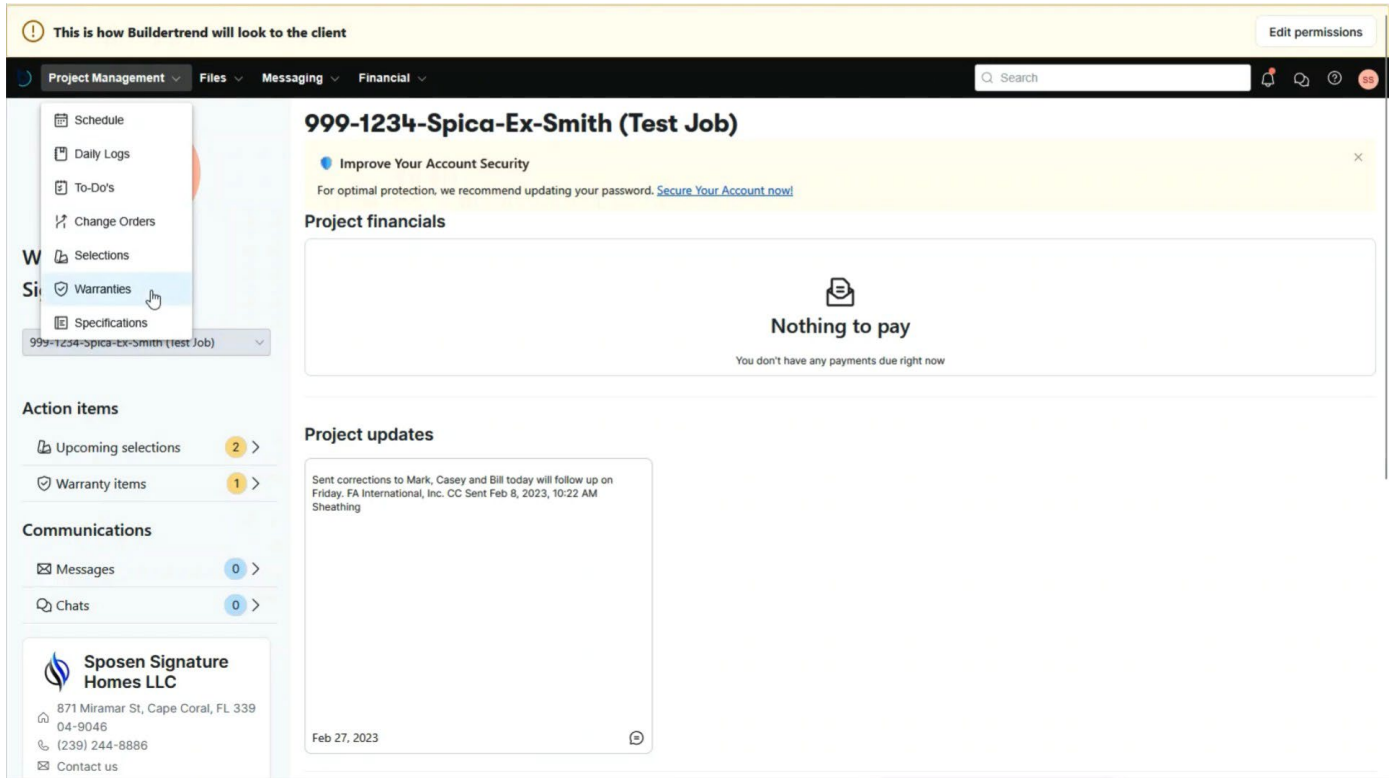
How To Submit a Warranty Claim in BuilderTrend [Desktop]

Step 1: Logging into BuilderTrend



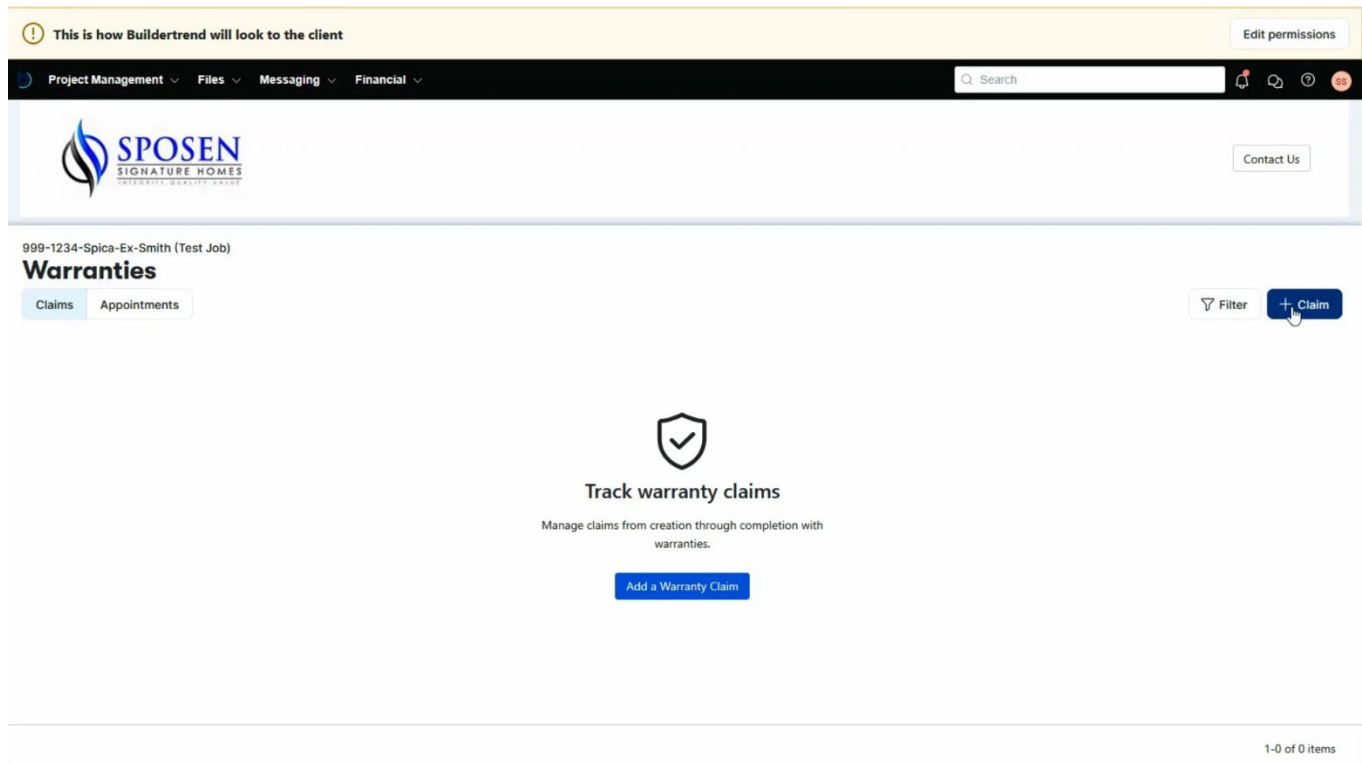
First, log in to your BuilderTrend account using your username and password. If you don't have your login details, send an email to warranty@sposenhomes.com, and we'll resend them to you.

Step 2: Accessing the Warranty Claim Page



Once you're logged in, you'll land on the Welcome Screen. From here, navigate to the Project Management tab at the top of the page. In the dropdown menu, select Warranties.

Step 3: Creating a New Warranty Claim



Now that you're on the Warranty screen, look for the blue button that says "Plus Claim" in the upper right corner and click it. A new window will pop up, where you'll enter the details of your claim.

This is how Builders

Project Management

SPO SIGNATURE

999-1234-Spica-Ex-Smith (1)

Warranties

Claims Appointments

Edit permissions

Contact Us

Filter + Claim

Warranty Request

Information

Title *
Hole in Cabinet Drawer

Category
Unassigned

Priority
Low

Description

Attachments

Add

Messaging

Messaging available after save

Save

1-0 of 0 items

In the Title box, enter a short description of the issue.

Warranty Request

Information

Title *
Hole in Cabinet Drawer

Category
Unassigned
13-Plumbing
14-Interior Paint & Finishes
15-Interior Trim and Moldings
16-Flooring
17-Cabinets and Countertops
18-Fireplace and Chimney
19-Retaining Walls
20-Pools, Irrigation and Landscaping

Add

Messaging

Messaging available after save

Save

Next, select the corresponding trade category from the dropdown menu. You can reference your Warranty Manual to see if your concern falls under one of the 21 covered categories. If your issue doesn't appear to match any of the listed options, it may fall outside our warranty coverage.

This is how Builders

Project Management

SPO SIGNATURE

999-1234-Spica-Ex-Smith (1)

Warranties

Claims Appointments

Edit permissions

Contact Us

Filter + Claim

Warranty Request

Information

Title *
Hole in Cabinet Drawer

Category
17-Cabinets and Countertops

Priority
Low

Attachments

Add

Messaging

Messaging available after save

Save

1-0 of 0 items

Now, choose a priority level—Low, Medium, or High. If this is an emergency, please refer to your warranty handbook for the appropriate vendor contact information.

This is how Builders

Project Management

SPO SIGNATURE

999-1234-Spica-Ex-Smith (1)

Warranties

Claims Appointments

Edit permissions

Contact Us

Filter + Claim

Warranty Request

Information

Title *
Hole in Cabinet Drawer

Category
17-Cabinets and Countertops

Priority
Medium

Description
Cabinet drawer under the stove in the kitchen has a large hole in it due to cutting from gas propane installation. Found 2 days ago.

Attachments

Add

Messaging

Messaging available after save

Save

1-0 of 0 items

In the Description box, provide as many details as possible. Be sure to include the location of the issue, whether it's inside or outside your home, how long it has been a problem, and if it has been addressed before.

Keep your description short and clear—1 to 3 sentences max. Longer descriptions may result in your claim being delayed or denied.

Warranty Request

Information

Title *
Hole in Cabinet Drawer

Category
17-Cabinets and Countertops

Priority
Medium

Description
Cabinet drawer under the stove in the kitchen has a large hole in it due to cutting from gas propane installation. Found 2 days ago.

Attachments

Add

Messaging

Messaging available after save

Save

Upload Files

Files attached

Browse

1 File Clear All

Cabinet Sample.jpg 397 KB Remove

Viewing Permissions

Builder
☒ Allow Builder to view attached files.

Subs/Vendors
☒ Allow Subs / Vendors to view attached files.

Cancel Upload

To help our team assess the issue, you can also attach photos. Click the “Add” button to upload pictures, then either browse your computer or drag and drop files into the upload area. Once the images appear in the window, click the blue "Upload" button to confirm.

If your claim does not include at least 2 pictures taken from 2 different angles, your claim may be denied.

This is how Builders

Project Management

SPO SIGNATURE

999-1234-Spica-Ex-Smith (1)

Warranties

Claims Appointments

Edit permissions

Contact Us

Filter + Claim

Warranty Request

Priority
Medium

Description
Cabinet drawer under the stove in the kitchen has a large hole in it due to cutting from gas propane installation. Found 2 days ago.

Attachments

Add

Select All

Cabinet Sample.jpg

Messaging

Messaging available after save

Save and close
Save and new
Save

1-0 of 0 items

When all the information is entered, click the “Save” or “Save & Close” button in the bottom right corner of the window.

Step 4: Reviewing Your Claim

This is how Buildertrend will look to the client

Edit permissions

Project Management Files Messaging Financial Search

Contact Us

999-1234-Spica-Ex-Smith (Test Job)

Warranties

Claims Appointments Filter + Claim

<input type="checkbox"/>	Job	Claim #	Title	Comments	Priority	Created Date	Class	Scheduling Information	Feedback
<input type="checkbox"/>	999-1234-Spica-Ex-Smith (Test J...	0004	Hole in Cabinet Drawer	0	Medium	Jun 18, 2025	New!		

1-1 of 1 items

After saving and closing the window, you'll now see your claim listed under the Claims section. At this stage, our warranty team will review your request and determine the next steps. Keep in mind that all communication about your claim will be handled directly through BuilderTrend.

⚠️ If you have multiple warranty issues with your home, please submit each as a separate claim.

Step 5: Tracking Claim Updates & Communication


This is how Buildertrend will look to the client

Edit permissions

Project ManagementFilesMessagingFinancial

Q Search

SS

SPOSEN
SIGNATURE HOMES
INTERIOR DESIGN & CONSTRUCTION









Contact Us

999-1234-Spica-Ex-Smith (Test Job)

Warranties

ClaimsAppointments

Filter+ Claim

Job	Claim #	Title	Scheduled for	Appointment Status	Feedback	Action
999-1234-Spica-Ex-S...	2702137	Flickering Lights	Thu, Mar 13, 2025, 8:00 AM - 9:30 AM	<div>Accepted</div> <div>Pending</div>	<div>Date Left:-</div> <div>Comments:-</div>	<div>Edit</div>
999-1234-Spica-Ex-S...	2566950	test	Fri, Sep 13, 2024	<div>Accepted</div> <div>Pending</div>	<div>Meets Warranty</div> <div>Standards (builder override)</div> <div>Date Left:</div> <div>Fri, Sep 13, 2024, 11:32 AM</div> <div>Comments:</div>	<div>Edit</div>
999-1234-Spica-Ex-S...	2566950	test	Fri, Sep 13, 2024	<div>Accepted</div> <div>Pending</div>	<div>Meets Warranty</div> <div>Standards (builder override)</div> <div>Date Left:</div> <div>Fri, Sep 13, 2024, 11:32 AM</div> <div>Comments:</div>	<div>Edit</div>

https://buildertrend.net/app/owner/Warranties/owner/Warranty/2702137/11341048

1-3 of 3 items

Once your claim has been reviewed, it will move to the Appointments section. You can click on the claim at any time to check its status. This is also where you’ll coordinate appointment times and provide any additional details about your request.

Step 6: Accepting an Appointment

Warranty Request


Appointment List


Assigned to	Appointment Time	Files	Appointment Status	Your Feedback
Kenneth Cox	Thu, Mar 13, 2025, 8:00 AM - 9:30 AM		Sub/Vendor Status ✅ Internally Accepted: The Builder accepted this appointment time.	

Please accept your appointment below

Notes

Attachments



Updated by  Client (999-1234-Spica-Ex-Smith (Test Job)) on Mar 6, 2025, 10:07 AM

When an appointment has been scheduled, you'll see a prompt to 'Please accept your appointment below' and a blue button that says "Accept." If you need to reschedule, simply type your availability in the Notes section before selecting "Reschedule." If you're okay with the scheduled time, click the blue "Accept" button to confirm the date and time, and reconfirm in the pop-up window.

This is how Buildertrend will look to the client
Edit permissions

Project Management
Files
Messaging
Financial
Search
Contact Us

999-1234-Spica-Ex-Smith (Test Job)

Warranties

Claims
Appointments

Filter
Claim

Job	Claim #	Title ^	Scheduled for	Appointment Status	Feedback	Action
999-1234-Spica-Ex-S...	2702137	Flickering Lights	Thu, Mar 13, 2025, 8:00 AM - 9:30 AM	Accepted Accepted	Date Left:- Comments:-	Edit
999-1234-Spica-Ex-S...	2566950	test	Fri, Sep 13, 2024	Accepted Pending	Meets Warranty Standards (builder override) Date Left: Fri, Sep 13, 2024, 11:32 AM Comments:	Edit
999-1234-Spica-Ex-S...	2566950	test	Fri, Sep 13, 2024	Accepted Pending	Meets Warranty Standards (builder override) Date Left: Fri, Sep 13, 2024, 11:32 AM Comments:	Edit

1-3 of 3 items

Once you confirm the appointment, the system will update to show that it has been accepted. Now all that's left is to wait for a warranty team member to arrive at your home at the scheduled date and time.

By following these steps, you can easily submit and track warranty claims through BuilderTrend. If you have any questions, feel free to reach out to our warranty team at warranty@sposenhomes.com.