



GARRETT
BUILDERS

HOMEOWNER'S HANDBOOK

Job Name: _____

Address: _____

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Dear New Homeowner:

We would like to take this opportunity to welcome you to your new home. We appreciate the confidence you have placed in Garrett Builders as the builder of your new home.

Under a short amount of time Garrett Builders has been building quality, affordable homes in the Triangle. We are dedicated to your satisfaction and hope you will keep us in mind upon building a new home in the future.

We realize that the purchase of a new home may be the single largest financial investment you will ever make. We also understand the personal gratification that comes for owning your own home. With these thoughts in mind, we strive to use the best materials and provide quality workmanship that will reflect our efforts in constructing a home that increases in value and reflects the lifestyle of the community you have chosen.

With this in mind, we have established a warranty and follow-up program. To ensure your satisfaction with your new home we have included four personal evaluations, beginning with your two pre-closing walkthroughs. We will also contact you 60 days and eleven months after your closing to re-inspect your home and perform warranty service as needed.

We thank you for becoming one of our Garrett Builders homeowners who have realized part of the "American Dream" by owning your own home. Please take the time to read your homeowner's handbook carefully, as it contains very important product and warranty information about your new home.

Sincerely,

Jonathan Garrett
Owner
Garrett Builders LLC

UTILITY INFORMATION

Job Name: _____

WATER AND SEWER: City of Durham
101 City Hall Plaza
Durham, NC 27701
Telephone Number: (919) 560-4411

GARBAGE COLLECTION:
City of Durham
Telephone Number: (919) 560-4185

ELECTRIC: Duke Energy
P.O. Box 1090
Charlotte, NC 28201
Telephone Number: (800) 777-9898

GAS: Public Service Company of North Carolina
400 Cleveland Street
Durham, NC 27702
Telephone Number: 1-877-776-2427

TELEPHONE: Verizon
P.O. Box 920041
Dallas, TX 75392
Telephone Number: (800) 483-5000

CABLE TELEVISION: Time Warner Cable
708 East Club Blvd.
Durham, NC 27704
Telephone Number: (919) 220-4481

Pre-Closing Walkthrough:

Prior to closing on your new home, you will have a walkthrough inspection with your builder. It is in your best interest, as well as ours, that your pre-closing inspection be as thorough as possible in order to avoid possible future misunderstandings. To this end, we will supply you with a completion checklist at the walkthrough, which be closely followed.

Two and Eleven Month Warranty:

During the first year, you will receive a visit from your builder at sixty days and eleven months after closing to assess the performance of you home. A letter announcing this visit will be mailed to you approximately 2 weeks in advance. The builder will contact you to arrange a mutually convenient time for this inspection between the hours of 7:30 AM and 3:30 PM, Monday through Friday. These inspections are important, for they will provide us the opportunity to address items you should list as they are discovered.

Upon completion of this inspection, repairs will be scheduled with the appropriate subcontractors. Since these repairs must also take place during normal workings hours of 7:30 AM and 4:30 PM, Monday through Friday, we ask that you make you home accessible to us.

Under normal circumstances, we allow a thirty-day period for completion of the sixty-day and eleven-month warranty lists. Although your warranty requests receive prompt attention by our organization, there are times when subcontractors may be unavoidably delayed. Weather conditions, unavailability of proper materials or labor shortages may delay immediate action. Any delays will be held to a minimum.

Warranty Service:

Congratulations on your new home. Building a new home is a complicated process and even though great efforts have been made to assure all work was properly completed, some things can go wrong.

While we regret any inconvenience, Garrett Builders stand ready to correct all warrantable defects to keep your experience with your new home a pleasant one.

Warranty:

Homes constructed by Garrett Builders are warranted to be free of defects in material and workmanship for one (1) year from the date of closing. In addition, all concealed plumbing pipes, electrical wires and duct work carry a two (2) year warranty.

This booklet explains our limited warranty, as well as items not covered under the warranty.

Warranty (cont):

The limited warranty does not cover negligence due to improper maintenance, operation of failure to report defects in a timely manner by the homeowner. In addition, damage to contents due to a defect is not covered by this warranty but should be covered by your homeowner's insurance policy.

Customer satisfaction is our most important goal. In order for you to be satisfied with your home and with our warranty service, you must first understand the difference between defects that are warrantable items and maintenance items that are the sole responsibility of the homeowner. We provide this booklet to you in hopes of increasing your awareness of the items covered by the warranty and to minimize any misunderstandings.

PROCEDURES FOR REQUESTION 60 DAY & 11 MONTH REVIEWS:

Approximately 30 days prior to your 60 day and 11 month reviews, you will receive a letter and Review Form from your builder. This will give you the opportunity to review your home before the walk-through and to consult your Homeowners Manual to learn what constitutes a warrantable repair. Enter the items you wish to be reviewed for service on this form and mail to Garrett Builders. A Service Technician will contact you to schedule the walk-through review and discuss which items are covered under your one year limited warranty and which are homeowner's maintenance items. The more information you give your Service Technician during this scheduling call, the better prepared he or she will be to accurately schedule the work that needs to be done. Hopefully, most items can be addressed during your walk-through Review. This walk will be scheduled during the hours of **7:30 am to 4:30 pm Monday through Friday only.**

An adult member of the household must be present at all times while any of our personnel and/or subcontractors are inside the house.

Once you have scheduled review with the Service Technician, work will commence and should be completed within a 14 day time period unless items need to be ordered. Our Service Technicians will complete the work as quickly as possible while maintaining quality standards with a minimum of inconvenience to the Homeowner. The Service Technician will ask you to initial each item upon its completion. When the entire list is complete, sign the bottom and your Service Technician will give you a completed copy for your records.

Thank you for assisting us in providing the quality Customer Service that is of the utmost importance to Garrett Builders. Please fee free to contact us for any additional questions you may have.

PROCEDURES FOR REQUESTING CUSTOMER SERVICE:

Request need to be submitted in writing. For convenience you may use, the Service Request Form provided in your closing package or simple letter is acceptable. Additional Service Request Forms can be obtained at the Garrett Builders main office.

For your convenience, you may fax a copy of this Request Form to Garrett Builders Main Office at (919) 471-5150 at any time or mail directly to Garrett Builders.

Once we receive your written Request, it will be processed to a Service Technician who will contact you within 24 hours or receipt (unless received on Friday or during a weekend, in which case you will be contacted by the following Monday.)

Our Customer Service Technicians are well trained and experienced in providing quality and timely customer service to our Homeowners. All requests for service will be scheduled **during the hours of 7:30-4:30, Monday through Friday only**. Please provide access to your home during these hours. Failure to provide access to your home could void your warranty. Again, **an adult member of the household must be present at all times while any of our personnel and/or subcontractors are inside the house.**

Our Service Technician will complete the scheduled work and clean their work area before leaving your home. The Service Technician will have you initial each item as it is completed and then sign the bottom of the list when all items are complete. You will receive a copy of the completed list for the Service Technician for your files.

Garrett Builders is available between the hours of 8:30 am and 5:00 pm Monday through Friday, if you have additional concerns or questions after reviewing the Homeowner Manual.

Thank you for assisting us in providing the quality Customer Service that is of the utmost importance to all of us at Garrett Builders.

EMERGENCY SERVICE:

The following situations are considered emergencies:

- No heat in winter. (Air conditioning failures are not considered an emergency)
- Electrical wiring failure
- Plumbing leaks
- Roof leaks

If an emergency situation occurs please call the appropriate contractor directly as listed in your homeowner's manual (section 3).

Heating and Air Conditioning:

The HVAC System in your home is designed to operate automatically once the thermostat is set. Proper maintenance is the key to maximum efficiency of operation. Your system is designed to conform to the ASHRAE standards for this area. Below are those standards:

Function	Inside Temp.	Outside Temp.
1. Heating	70 degrees	22 degrees
2. Cooling	78 degrees	95 degrees

During instances where the outside temperature exceeds 95 degrees, the system is designed to maintain a differential of 15 degrees. Listed below are some common concerns on your heating system and their coverage under the warranty.

Filters: Filters should be checked and cleaned or replaced monthly. Filters are not covered by the warranty. Never operate your system without a filter.

Balancing Airflow: The homeowner is responsible for balancing airflow in different areas of the home by the adjusting register. Installing window treatments to block heat gain from direct sunlight is also the homeowner's responsibility.

Air Conditioner Condensation Drain: Condensation Lines clog up under normal use. This is a homeowner maintenance item. If your furnace is located in the attic, there is an emergency condensation drain in line that drain down the outside of your house should the primary drain become clogged. Water draining from the emergency drain line is an indication that the primary drain line is not working and the system is in need of service.

Venting: The exhaust flue should be checked yearly, as well as following storms, for leaks and obstructions.

Service: Should your system fail to operate properly, check the following possible causes before calling for service:

- Thermostat setting
- Tripped circuit breakers (include those at outside unit)
- Blocked air supply to the outside unit
- Blocked or dirty air filters

For the best efficiency, your system should be checked seasonally by a qualified HVAC service company.

System Noise: Noises from expanding and contracting ductwork, airflow, fan motors and flowing refrigerant are normal and do not warrant repair.

HVAC Warranty: Your HVAC system is warranted to be free of defects in material and workmanship for one year. The ductwork in your HVAC system is warranted to remain securely fastened for two years. Refrigerant lines are warranted to be free of leaks for a period of two years unless the damage was caused by the homeowners.

*****KEEP ALL COMBUSTIBLE MATERIALS
AWAY FROM YOUR GAS FURNACE!!!**

Fireplaces:

The fireplace in your new home has been constructed to provide you with years of enjoyment with proper use. Listed below are some guidelines for operation of your fireplace.

1. Always open the damper before burning a fire.
2. Use dry seasoned hardwood for firewood.
3. You may need to open a window to provide combustion air and maintain a draft in the chimney.
4. Do not use flammable liquids to start a fire.
5. Follow the manufacturer's instructions for operation of metal fireplaces.
6. Inspect your chimney and its flashing following strong windstorms.
7. Small cracks may occur in the masonry firebox. These cracks are normal and does not warrant repair. You may wish to install glass doors on your masonry fireplace for added comfort and safety. An added chimney cap on a masonry chimney will help keep rain and unpleasant odors from entering your house.
8. Have your chimney inspected and cleaned once a year by a qualified chimney sweep.
9. Cracks in excess of 1/8" on interior masonry fireplace profiles will be repaired. Hairline cracks can occur from the hearth and flames of a "roaming" fire and are not warrantable.

Gas Logs:

Follow the lighting instructions on your gas logs and be sure the gas is shut off during extended periods of non-use.

Crawl Space:

Should your house have a crawl space, Garrett Builders warrants that it will be free of any standing water. This does not mean that your crawl space will be dry or free from dampness. It is extremely important that foundation vents remain open, with the exception of periods of extremely cold weather.

If standing water occurs in your crawl space, Garrett Builders will fill and re-grade the area or install drainage pipe to alleviate the problem.

The foundation of your home is constructed of masonry that is a porous material. During periods of rain the foundation will absorb water that will drain away from the lowest side of the foundation for some time after the rain has ended.

Crawl spaces are not designed to be used for storage. The humidity in this area can damage items stored under the house.

Floor Coverings:

Vinyl Flooring: The vinyl floors in your home have been designed to give you many years of service with proper care and maintenance. The floors are warranted for one year to be free of nail pops, gaps in seams exceeding 1/16" and coming unglued.

Vinyl flooring is a soft material that may be scuffed, dented or cut by dropped objects, high heels, etc. repairs to damaged vinyl flooring will not be warranted unless noted on the pre-closing walkthrough list.

Vinyl flooring may discolor from chemical reactions with rubber-backed area rugs, furniture finishes and chemical spills. Repairs to damages of this type are not warranted.

Pre-Finished Wood Flooring: Wood flooring is warranted to be free of cracks in excess of 1/8" for one year. Washing pre-finished wood floors with water will damage floors. Care should be taken not to scratch or dent the wood flooring. Repairs of dents, scuffs, and scratches will not be made unless they are noted on the pre-closing walkthrough list.

Custom Hardwood Flooring: If your home has a custom finished hardwood floor, damp mopping is the only maintenance the polyurethane finish needs. Care should be taken not to scratch or dent the wood flooring. Repairs of dents, scuffs and scratches will not be made unless they are noted on the pre-closing walkthrough list. Bruce Flooring offers a variety of products for floor maintenance. Bruce Flooring products are available at all better floor coverings stores.

It is normal for hardwood floors to expand and contract with changes in humidity. Your flooring may cup or bow seasonally, as well as shrink, over the years as the wood flooring naturally dries out.

Carpeting: The carpeting in your home is warranted to be free of open carpet seams and loose areas for one year. It is not possible to make carpet seams invisible. Seams will show. However, any open gaps in the seams will be repaired.

Please note: Many household products contain chemicals that will stain or discolor your carpeting. Spots or stains on carpets will not be repaired unless they are noted on the pre-closing walkthrough list.

Interior Finishes:

Ceramic Tile: The ceramic tile in your new home is warranted not to crack or become loose for one year excluding accidental damage by the homeowner. Garrett Builders will repair any cracked grout or caulking one time only during the warranty year.

Dry Wall: Every effort has been made to finish your walls and ceilings as smoothly as possible. It is not unusual to see shadows and minor imperfections in walls and ceilings when looking along a wall toward a source of light.

Interior Paint: Garrett Builders provides the homeowner with a touch up kit at closing. Any chips, dents or scratches in painted surfaces will not be repaired unless they are noted on the pre-closing walkthrough lists.

Plastic Counter Tops: Garrett Builders provides the homeowner with a touch up kit at closing. Any chips, dents or scratches in painted surfaces will not be repaired unless they are noted on the pre-closing walkthrough list.

Cultured Marble: The cultured marble sinks and windowsills in your home will give you lasting use with proper care and maintenance. Sharp objects and abrasive cleansers will damage the simulated marble finish. Chips or scratches will not be repaired unless they are noted on the pre-closing walkthrough list.

Brass Hardware and Fixtures: It is normal for polished brass hardware and fixtures to tarnish. Replacement of these items is not warranted.

Cabinets: The surfaces of your cabinets may be cleaned with warm water and mild soap. Abrasive cleaners and excessive water will damage the cabinet finish. Do not overload the wall cabinets with heavy dishes or food supplies.

Interior Woodwork and Trim: Every effort has been made to insure that all interior woodwork is tight and properly fitted. As the house dries out and settles, some separation in joints may occur. Gaps in interior woodwork exceeding 1/8" will be repaired during the first year. Interior doors are warranted not to warp in excess of 1/4" measured from corner to corner during the first year.

Exterior Finishes:

Exterior Paint: The exterior paint on your house is warranted for one year against peeling. Fading is normal and the degree is dependent on color and climatic conditions.

Mildew or Fungus: Mildew and fungus may form on exterior surfaces and is a homeowner maintenance item.

Exterior Trim: Joints between exterior trim elements will expand and contract with changes in humidity and temperature. Open joints exceeding 3/8" during the first year warrant repair.

Brass Hardware and Fixtures: It is normal for the brass hardware on your home (kick plates, doorknobs and light fixtures) to tarnish. Discoloration of these finishes can be expected and does not warrant repair or replacement.

Exterior Masonry Foundations: Small cracks in exterior masonry are normal. Cracks in excess of 1/8" will be patched during the first year. We cannot guarantee a color match on the patched area.

Concrete Floor, Walks and Driveways: Normal expansion and contracting of concrete will cause cracks in floors, walks and driveways. Control joints have been placed at appropriate intervals in walks and drives to help control cracking. Below are the acceptable tolerances for various conditions relating to concrete slabs.

<u>Condition:</u>	<u>Tolerance:</u>
Garage slab cracks	- 1/4" width
Standing Water on drives	- 1/2" dept
Cracks in walks and drives	- not warranted
Interior slab cracks	- not to be readily apparent when finish flooring is in place.

We recommend that all exterior concrete surfaces be treated with a concrete sealant. In doing this, it will help preserve your concrete by protecting it from oil stains, salt used during icy weather, and chemicals used lawn care products.

There is no warranty for color variation of repaired or replaced areas of concrete.

DO NOT DRIVE MOVING VANS OR OTHER HEAVY VEHICLES ON CONCRETE DRIVEWAYS.

Wood Decks: Garrett Builders uses treated #2 pine lumber for construction of exterior decks. It is normal for treated decking to warp and shrink as it dries out. Treat your deck with a good quality wood preservative To protect it and keep it looking new. The painting or Staining of treated lumber is recommended.

Landscaping:

Lawns: Garrett Builders initially seeds, fertilizes and straws the lawns. We cannot guarantee germination, continual growth or coverage since weather conditions are out of our control. We cannot warrant that your yard will not wash during a rain shower. Watering and subsequent over-seeding by the homeowner is very important, particularly in washed areas.

Shrubs: Garrett Builders will only replace dead shrubs if they are noted on the pre-closing walkthrough list.

Trees: Removal of dead tress will not be done unless noted on the pre-closing walkthrough list. Garrett Builders does not guarantee the life of any tree.

Natural Areas: Garrett Builders will remove any construction debris from natural areas. The removal of dead wood, limbs and fallen trees from natural areas is the homeowner's responsibility.

Yard Drainage: Garrett Builders has graded your yard to drain water away from you home. Standing or ponding water should not remain in your yard more than 24 hours after a rain (48 hours in a swale). The possibility of anticipated. The homeowner is responsible for maintaining grades and swales once they have been established. Natural springs in yards may appear following periods of heavy rainfall.

In conclusion: The key ingredient to a beautiful yard is regular care. Mow grass regularly and patch washouts in seeded areas immediately to ensure a good grass cover and abate erosion.

Caulking:

Expansion, contraction, shrinking and settling of materials is in all new homes. Caulking is likely to separate from adjoining surfaces. Garrett Builders will repair deficiencies in caulking one time during the first year of the warranty period. Even properly installed caulking will shrink and must be maintained during the life of the home.

Storm and Accidental Damage:

Loss or damages caused by accidents or storms, which are not reasonably foreseeable, are not covered by the warranty. Damages from accidents and storms are covered by homeowner's insurance.

Termite Protection:

Termite protection is guaranteed for a period of one year. It is the homeowner's responsibility to obtain a service contract to ensure protection of the home after the first year. If in the future you should change or add to the structure of your home, you will need to contact a termite control service for treatment of the newly constructed area. Please note that there is no warranty coverage regarding spiders, ants, bugs, rodents, birds or any other pests.

Property Lines:

Garrett Builders provides a final survey that locates property corners prior to closing. It is the homeowner's responsibility to have a surveyor relocate any property lines after closing.

Easements:

There are easements for the installation and maintenance of utilities along all property lines and streets. The homeowner should call the utility companies directly about any questions or complaints regarding utility installations.

Questions regarding streets, curbs and other improvements in the street right-of-way should be directed to the appropriate government agency.

Protective Covenants:

Homeowners should be aware of any protective covenants and restrictions in their community before constructing room additions, fences, swimming pools, a storage building, etc.

Drainage easements are necessary for diverting runoff from rainfall through any new community. They are established by the developer and maintained by the homeowners. The builder does not install nor maintain drainage easements. The homeowner should be careful not to restrict the flow of storm water runoff in a drainage easement.

Brass Door Hardware Care & Maintenance:

After a period of time, a number of uncontrollable atmospheric factors ranging from high humidity, salt and rain, to extreme levels of direct sunlight, can cause brass to lose its brilliance. If discoloration, tarnishing or corrosion should appear, you will find in this guide a simple restoration process you can perform to help recapture the beauty of your Schlage brass product.

Causes of Tarnishing: Any sharp object like a door key, clothes hanger, knife, etc. can scratch the protective coating. Moisture then collects on the scratched surface and corrosion begins. Wet latex paint will cause brass to tarnish. Therefore, always remove the door hardware from doors being painted. Make certain the latex paint has dried completely and is hard before reinstalling the door hardware. If high humidity levels exist in the air either inside or outside the house, this will delay drying time of paint. NOTE: If tarnishing has occurred, see “Restoration Technique.” Tarnish most often affects brass by appearing dark blue, brown, black and/or gray in color.

Protective Polish: Immediately after installing your brass hardware, apply the liquid polish Schlage has provided for added finish protection. After the polish has dried, use a soft clean cloth and gently wipe the brass. Repeat this every other month using a non-abrasive polish similar to the sample provided. (See step 9 in “Restoration Technique” for additional polish information.).

Cleaning: Simply use a soft, clean, dry cloth to wipe fingerprints or dirt off your brass door hardware.

CAUTION: Never use any type of chemical or abrasive cleaning solution on brass hardware. Also, never clean or wipe paint thinner, gasoline or alcohol on brass hardware.

New Home Construction or Remodeling-Installation Timing: Brass door hardware should be one of the last items to be installed on a newly constructed or remodeled home. All door, wall and ceiling paint should be completely dry before brass hardware is installed. Air conditioning and heating units should be operated to help reduce humidity level of air in home. No cleanup maintenance solutions should ever be used on or near the brass hardware.

Restoration Technique: NOTE: If the brass hardware has been pitted or corroded severely, brass cannot be completely restored. To restore the brass as close as Guide (continued) possible to the original appearance, use the procedure below.

Items required before starting restoration process:

- Liquid paint remover
- Brass polish compound (sold at most hardware or do-it-yourself stores)
- Liquid clear “air dry” lacquer (spray can) or clear “air dry” enamel (spray can)

1. Remove door hardware from door.
2. Apply paint remover to entire surface of hardware to remove any existing protective coating material. Allow enough time for the original protective coating applied at the factory to be removed by the paint remover.
3. Wash the brass hardware with warm water and liquid soap.
4. Thoroughly dry the hardware with a clean cloth.
5. Apply brass polish compound per the manufacturer’s directions.
6. Repeat the washing process, as in steps three and four.
7. Place the hardware on a clean newspaper, positioning spacers underneath—spacers may be any flat objects that will prevent the hardware from sticking to the newspaper. Make certain the spacers are smaller in diameter than the brass pieces so that they, too, do not stick to the edges of the brass after being sprayed with the lacquer or enamel.
8. Spray lacquer or enamel over the entire brass surface. Make certain the can is 12 inches away from the hardware and use a slow, sweeping motion when applying. To prevent runs, be careful not to apply too much lacquer or enamel. Allow hardware to dry before reinstalling on the door.
9. Finally, about two weeks after the new clear coat has hardened, apply a coat of clear furniture polish that is non-ammonia, non-acetic acid, non-alcoholic and non-solvent. Wipe dry with clean, dry cloth. Repeat polishing every other month to assure continued protection. If tarnishing or discoloration reappears, repeat the above restoration process.

Sherwin Williams

PAINTS & WALLCOVERING

Congratulations on selecting a quality home from Garrett Builders. Garrett Builders has chosen Sherwin William's quality paints for the interior and exterior of your new home.

For any immediate interior touch-up, the surface must be clean and dry prior to painting and remove dirt, grease and any other foreign material. Apply a coat of either wall or trim paint, which is furnished in your homeowner kit. A second coat may be applied if desired. Removal of most dirt can be accomplished by washing gently using large sponge with warm water and a mild detergent. Use of hot water, bleach or undiluted detergent or abrasive cleanser is not recommended. To remove grease or oily stains blot the area with a soft cloth dampened with VM&P Naptha and then wash as above. Washing of new interior finishes is best-performed 30 days following application.

Color Sheet

Master Bedroom: Grassland SW6163

Master Bath, Great Room, Halls, Kitchen, Guest Bath: Believable Buff
SW6120

Bedroom 1 and 2: Rainwashed SW6211

All Interior Trim: SW 7005

EXPRESS WARRANTY ADDENDUM

Seller warrants that the improvements were constructed in a workmanlike manner so as to meet the standards of workmanlike quality prevailing in Durham County, North Carolina. This Express Warranty extends for a period of one (1) year from the Closing Date, during which period Seller will correct any defects caused by a breach of the Express Warranty.

THIS EXPRESS WARRANTY IS GIVEN IN LIEU OF ANY IMPLIED WARRANTIES OTHERWISE PROVIDED BY LAW, WHICH SAID IMPLIED WARRANTIES SHALL BE DEEMED WAIVED BY BUYER.

GARRETT BUILDERS, LLC – Seller

By: _____
Jonathan Garrett – Member/Manager

Date: _____

BUYER:

_____ (SEAL)

Date: _____

_____ (SEAL)

Date: _____