

Consumer Notice

**AS A BUYER OF A MANUFACTURED HOME,
YOU HAVE CERTAIN PROTECTIONS UNDER STATE
AND FEDERAL LAW.**

- North Carolina law provides you with a one-year warranty from the date of delivery of your new home. If you experience warranty-related issues during this 12-month time period you should contact the dealer that sold you the home. All issues should be presented in writing.
- Your salesperson and set-up contractor must be licensed and are regulated by the North Carolina Manufactured Housing Board. The Board's duties include addressing consumer complaints.
- As with any purchase, there are certain buyer responsibilities concerning homeowner maintenance. Buyers should carefully review their owner's manual and perform proper home maintenance and care. Alterations or modifications to the home may affect warranty coverage. Before altering or modifying your home consult your dealer.
- You must be provided a copy of the purchase agreement at the time of the deposit and sale.

For further assistance or to make a consumer complaint, contact:

**The Manufactured Building Division
of the NC Department of Insurance**

toll free at:

1-800-587-2716

or write to the:

**MANUFACTURED HOUSING BOARD
North Carolina Department of Insurance**

Manufactured Building Division
1202 Mail Service Center
Raleigh, NC 27699-1202