



Happy Home Lock & Hardware

INSTRUCTIONS



Congratulations, your home is protected with a warranty from 2-10 Home Buyers Warranty (2-10 HBW)! Our industry exclusive Happy Home Lock & HardwareSM program allows home buyers to request reimbursement for purchasing new door locks, making key copies and/or re-keying your home within 45 days after closing. It's our way of saying *Welcome Home.*



1. REQUEST

Within 45 days after closing, login to Homeowner Portal (2-10.com/homeowner) to verify your contact information, and initiate the Happy Home Lock & Hardware process. **No service fee is required.** Happy Home Lock & Hardware is available only via Homeowner Portal and may only be used once.*

2. PURCHASE

You may choose to purchase new door locks, make key copies and/or re-key exterior locks and hardware for the home within 45 days after closing.



WHAT QUALIFIES

LOCK(S) AND HARDWARE

- ✓ Keyed and electronic door locks, door handles, door knobs and deadbolts for main exterior access points of the home
- ✓ Locks and hardware must be new and purchased in-store or online

KEY COPIES

- ✓ New key copies for main exterior access points of the home

RE-KEY

- ✓ Locksmith service provided to re-key and/or install new door locks for the main exterior access points of the home

EXCLUDED ITEMS

- ✗ Video doorbells, garage door keypad, key fobs common in condo and multi-family units, interior hardware that is not a main access point for the home, lockboxes, mailbox keys, structures outside the main foundation of the principle residence, shed and fence lock and hardware, and lock and hardware not permanently attached to the home

3. SUBMIT

You must submit paid invoice(s) and/or receipt(s) to 2-10 HBW within 45 days after closing using the process instructions emailed to the primary email address when initiating the Happy Home Lock & Hardware process on Homeowner Portal.



Submit by email: HappyHome@2-10.com

- Attach digital copies of invoice(s) and/or receipt(s) and submit to HappyHome@2-10.com. Must include the work order number and property address in the subject line of the email.

Sample subject line: Lock & Hardware: Work Order 123456, 987 Sample Street

45
DAYS

*Must be submitted
within 45 Days
after closing.*



4. RECEIVE REIMBURSEMENT

After 2-10 HBW receives your reimbursement request, our team will process and mail a refund check to the primary homeowner at the covered address. After submission it may take up to 30 days to receive your check. Reimbursement amount not to exceed \$100 for qualifying expenses.

Questions? Contact Customer Service at **800.775.4736**

*All eligible Happy Home Lock & Hardware expenses must be submitted for reimbursement within 45 days after closing to qualify. This program is not applicable on Seller coverage or renewals.