

## **§ 3288.5 Retailer notification at sale.**

*Retailer notice at the time of signing.* At the time of signing a contract for sale or lease for a manufactured home, the retailer must provide the purchaser with a retailer notice. This notice may be in a separate document from the sales contract or may be incorporated clearly in a separate section on consumer dispute resolution information at the top of the sales contract. The notice must include the following language:

The U.S. Department of Housing and Urban Development (HUD) Manufactured Home Dispute Resolution Program is available to resolve disputes among manufacturers, retailers, or installers concerning defects in manufactured homes. Many states also have a consumer assistance or dispute resolution program. For additional information about these programs, see sections titled “Dispute Resolution Process” and “Additional Information - HUD Manufactured Home Dispute Resolution Program” in the Consumer Manual required to be provided to the purchaser. These programs are not warranty programs and do not replace the manufacturer's, or any other person's, warranty program.

# 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. You have the right to cancel the purchase agreement by giving written notice to the dealer before midnight of the third business day after the date you signed a purchase agreement. Any change to the terms of the purchase agreement by the dealer will cancel the agreement.
- The U.S. Department of Housing and Urban Development (HUD) Manufactured Home Dispute Resolution Program is available to resolve disputes among manufacturers, retailers, or installers concerning defects in manufactured homes. Many states also have a consumer assistance or dispute resolution program. For additional information about these programs, see sections titled "Dispute Resolution Process" and "Additional Information - HUD Manufactured Home Dispute Resolution Program" in the Consumer Manual required to be provided to the purchaser. These programs are not warranty programs and do not replace the manufacturer's, or any other person's, warranty program.

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

**The Manufactured Building Division  
of the NC Office of State Fire Marshal toll free at:**

**1-800-587-2716**

or write to the:

**North Carolina Office of State Fire Marshal**

Manufactured Building Division

1202 Mail Service Center

Raleigh, NC 27699-1202

Signing below confirms that the dealer has provided to the buyer a copy of this Notice of Consumer Rights and a copy of the Owner's Manual for the buyer's new home. This document contains important information about your protections under state and federal law, and you should keep a copy with your important papers.

Buyer Signature \_\_\_\_\_ Date: \_\_\_\_\_

Buyer Signature \_\_\_\_\_ Date: \_\_\_\_\_

Dealer Signature \_\_\_\_\_ Date: \_\_\_\_\_

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

**toll free at:**

**1-800-587-2716**

or write to the:

**North Carolina Office of State Fire Marshal**

Manufactured Building Division

1202 Mail Service Center

Raleigh, NC 27699-1202