



DESIGN STUDIO FAQ

Appointments
Appliances
Countertops
Flooring
Lighting
Paint
Communication

A guide to **Frequently Asked Questions** for your upcoming Design Studio Appointments.



Classic Homes Design Studio
2754 North Gate Blvd.
Colorado Springs, CO 80921
719-785-0123



APPOINTMENTS

● When will my Design Studio appointments be scheduled?

Your sales team will schedule a phone appointment with you and Classic's Design Studio Scheduler to occur approximately one week after your contract date. During this phone appointment the Scheduler will work with you to secure design appointments with one of Classic's Design Coordinators.

● Can you send me a list of available appointments?

Due to the rapidly changing nature of the Design Studio appointment calendar, we are unable to send a list of available appointments via email. All appointments are scheduled with Classic's Design Studio Scheduler over the phone and the calendar is updated in real time as appointments are booked.

● How long do I have to complete my Design Studio appointments?

Design Studio appointments should be completed and all selections finalized within 60 days of the date of contract. In the event that there is a delay in scheduling your first appointment due to market demand / volume of home sales or Design Coordinator appointment availability, the timeframe will be extended to be within 30 days of your first Design Appointment.

● Do you have a general list of topics/decisions that will be covered during the Design Studio appointments?

We strongly encourage you to utilize the Design Studio Online Prep Link that was provided via email with your contract. This convenient online resource can be accessed at ClassicHomes.com/dsprep and will help you prepare and better understand what to expect from your Virtual and In-person appointments. The digital tools and resources published online will guide you through the decisions you will be making with your Design Coordinator.

Topics covered during your appointments include:

- Flooring options and breaks in laminate, carpet and padding
- Kitchen style, cabinets, countertops, backsplashes, plumbing and appliances
- Bathroom cabinets, countertops, tile, plumbing, toilets and shower doors
- Wet bar countertops and flooring
- Powder room/laundry/drop zone flooring, cabinets, and plumbing
- Fireplace mantels and tile/stone
- Cabinet hardware
- Stair options for pickets and carpet wraps
- Wall texture, paint color, stain color and trim options, windowsill options
- Interior, exterior and additional door options including interior hardware
- Lighting/electrical/additional smart components

APPOINTMENTS *continued*

● Why is my first appointment a virtual appointment?

Through Classic's more than 30 years in the home building industry, we've determined that hosting your first Design appointment in a virtual environment is not only an efficient use of time, but also very convenient for our customers because the appointment can take place from anywhere as long as you have access to a computer or smart phone. The virtual appointment is designed to set the groundwork and general overview of the interior selections that are not specific to color preferences or seeing and touching products in person. Your second appointment is when color and texture will come into play.

● What is the platform used for virtual appointments?

This appointment is conducted using Go-To-Meeting, a web-based meeting platform. You will receive an invitation to this appointment via email from your Design Coordinator within 48-72 hours of your scheduled appointment.

● What should I expect and be prepared to discuss during my virtual Design Studio appointment?

- Discussion of the selections you made with the sales team at time of contract.
- Target investment goals for your interior selections.
- Details about your interior style and preferred tones & colors.
- Floor breaks for carpet and laminate options
- Electrical
- Appliances
- Sound insulation
- Cabinet layout
- Stair pickets and styles
- Texture and corner options for wall finishes
- Sink options
- Interior doors and hardware
- Shower pans
- Learn more about how to prepare for your appointments online at ClassicHomes.com/dsprep.

● Can my Realtor join the virtual meeting? The in-person meeting?

Yes, your Realtor will receive the invitation to the virtual appointment too. They are also welcome to attend the in-person appointments at the Design Studio.

● Can my family attend the appointments at the Design Studio?

We request only the people listed on the contract attend the Design Studio appointments. Please arrange for childcare during your appointments.

● What will I be selecting during my in-person appointment?

Your Design Coordinator will guide you with color selections for cabinets, countertops, flooring, tile, plumbing, lighting and more.

APPOINTMENTS *continued*

● What should I bring to my Design Studio appointments?

You are encouraged to bring photos of furniture, interior finishes and colors you are trying to match.

● Can I visit the Design Studio without an appointment and look through selections on my own?

Our Design Studio is open by appointment only and is best experienced with the guidance of our Design Coordinators. We feel it is important to offer each customer our undivided attention and full access to the showroom samples during their time in the studio. The showroom is not open for self-guided browsing.

● Can you send me samples or pictures of the selection options from the showroom?

ClassicHomes.com/design-studio has a virtual tour with a great representation of selection options. We also encourage you to visit Classic's model homes for ideas and inspiration. If you like the finishes in a particular model, please jot down the address and share it with your Design Coordinator. We are able to look up finishes and selections for every model we've built. Plus... visiting decorated models is fun and always a great way to supercharge your creativity!

● What if I am unable to complete my interior selections during my scheduled appointments?

While the majority of our customers complete their interior selections with two Design Studio appointments, we understand additional appointments may be necessary. Your Design Coordinator will schedule additional appointments when needed. Additional appointments will be booked based upon soonest availability.

● Why can't I have just one appointment with the Design Studio?

Personalizing your home is an extensive (and exciting) process. In our more than 30-year history, we've found that two appointments is a realistic expectation and we hope you'll agree it is a great use of your time. Should you finish in one appointment, your Design Coordinator will give you a virtual high five and the second appointment will be canceled.

● Can I schedule my appointments in the evenings or weekends?

The Design Studio is open 6-days per week. Evening and weekend appointments are incredibly popular and fill quickly. We will do our best to create a schedule that works well for you.

APPOINTMENTS *continued*

● Can I arrive early or extend my appointment?

Please arrive at your scheduled time and plan to be available for the entire scheduled time. Our Design team maintains a fully booked schedule and is respectful of time efficiency for all customers.

● What happens if I miss one of my scheduled appointments?

Because we maintain a full schedule and the booking timeframe can be several weeks out, it is important to keep your scheduled appointments. Missed appointments will delay the start of your home. In the case of an emergency or unforeseen circumstance, please contact the Design Studio as soon as possible to reschedule.

LOW VOLT & HOMERUN ELECTRONICS

● Why do I have to meet with HomeRun Electronics?

Classic Homes partners with the low volt experts at HomeRun Electronics to offer home technology options in your new home. The technology consultants at HomeRun Electronics work closely with you and your Design Coordinator to ensure the options you select at HomeRun are incorporated into the interior selections for your new home.

● Where is HomeRun Electronics located?

6380 Corporate Centre Circle, Suite 155
Colorado Springs, 80919.

● How long is the low volt appointment?

Sessions are scheduled for 2 hours with options Monday through Friday, 9:00am, 11:00am, 1:00pm and 3:00pm.

● What if I need to reschedule my low volt appointment?

You may call HomeRun Electronics directly to reschedule: 719-685-0660. It is important to note that your low volt selections should be completed with HomeRun prior to your 2nd appointment at the Design Studio.

● What topics are covered in the low volt appointment?

Home security systems, central vacuum, surround sound, home theater systems, and phone / internet / cable locations.



INVESTMENT PLANNING

● Can I get pricing for carpet, wood flooring, countertops, tile and laminate before my first appointment?

Pricing is dependent on your floor plan, surface area and material selected and is not available prior to your appointment. Your Design Coordinator will provide guidance and pricing estimates during your appointments.

● What is the difference in pricing of the Designer Kitchen and the Gourmet Kitchen

Pricing is dependent upon your kitchen finish selections and varies by floorplan. Your Design Coordinator will help you understand the features, benefits and price comparisons during your appointments.

● How much should I budget for Design Studio selections?

Investment ranges will vary based on your style, preferences and the selections that are most important to you as you personalize your home. Your New Home Specialists (sales team) and your Design Coordinator would be happy to share average Design Studio investment ranges for your floorplan and within the community.

● Am I required to make a Design Studio deposit?

Classic Homes does not require a deposit on the first \$40,000 invested in Design Studio selections. A tiered non-refundable deposit system is applied thereafter.

Example Tier #1:

If Design Studio investments exceed \$40,000 but are less than \$60,000, the customer will be required to pay 25% of the amount that is over \$40,000.

Example Tier #2:

If Design Studio investments exceed \$60,000 but are less than \$80,000, the customer will be required to pay the 25% deposit outlined in Tier 1 plus an additional 35% of the amount that is over \$60,000.

Example #3:

If Design Studio investments exceed \$80,000, the customer will be required to pay the 25% deposit outlined in Tier 1, the 35% deposit outlined in Tier 2 plus an additional 50% deposit on the amount that is over \$80,000.

APPLIANCES

● Are appliances included in the base price of my home?

Please refer to the published Included Features document for your particular collection. This document was provided at time of contract and is also available online.

- [Classic Collection – Included Features](#)
- [Midtown Collection – Included Features](#)
- [Renaissance Collection – Included Features](#)
- [Townhome Collection – Included Features](#)

COUNTERTOPS

● Can I have different countertops in different areas of the house?

Different countertops may be selected for the kitchen, bathrooms, drop zone and wet bar.

● Can I have the list of upgrade options and pricing for quartz and granite?

Pricing is dependent on floor plan, location and level of selection. This will be provided by your designer during your appointments.

FLOORING

● Can I have a list of color options and pricing for carpets and laminate?

Laminate color options are available, please refer to the Design Studio Prep link (ClassicHomes.com/dsprep) provided via email with your contract documents. Classic's available carpet and tile colors and styles is an extensive list and is not available in advance of your appointment. Pricing for all flooring is dependent on location of laminate/carpet and level of carpet selection.

LIGHTING

● Are we able to use our own lighting fixtures and have Classic install them?

Classic offers a variety of lighting packages and fixtures. We are unable to install customer supplied products. If you are planning to install your own lights, the installation will need to take place after closing.

PAINT

● What interior wall paint colors are available?

The following Sherwin Williams paint colors are Colonnade Grey, Big Chill, Egret White, Balanced Beige, Accessible Beige, Kilim Beige, Alabaster, Extra White

● Can I have different paint colors in different parts of the house?

Paint color will be a whole house selection. There is an option to have ceilings painted white.

● Can I pick my own paint color instead of what is included?

Paint color must be selected from the eight options offered.



DESIGN STUDIO FAQ

COMMUNICATION

● How do I reach my Design Coordinator?

- Once your Design Studio appointments are booked, the Scheduler will send your Design Coordinator's contact information in a follow-up email that contains your appointment information.
- We know this is an exciting time for you and that you will have a lot of questions. We encourage you to make note of your questions prior to your appointments so that you can discuss those topics with your Design Coordinator during your time together.
- If you have questions following an appointment or between appointments, please send your questions directly to your Design Coordinator via email or voicemail. When leaving a message, it is important to understand the Design team typically conducts back-to-back appointments so your Design Coordinator will be away from phone and email for extended periods of time, please allow up to 48 hours to receive a response. All calls and emails will be returned.



If you have a question that you think may be helpful to other customers, we welcome your feedback. Please send an email with your question to marketing@classichomes.com.

Thank you for choosing Classic Homes to build your new home!

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*The questions and answers contained in this FAQ are intended to assist Classic Homes' customers navigate through the Design Studio process. This document is not intended to be all encompassing, but rather a helpful guide to the customer. Answers and processes described are subject to change at the builder's discretion without notice.