



DESIGN STUDIO FAQ

Appointments
Appliances
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Lighting
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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?

Once your contract is accepted and ratified, a Classic Design Studio team member will reach out within 48 business hours to secure design appointments with one of Classic's Designers.

● 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 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 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 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 Specialist.

Topics covered during your appointments include:

- Flooring options and breaks in lvp, carpet and tile
- 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

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. The virtual appointment is designed to provide pricing on any options you are interested in, and give a general overview of the interior selections that are not specific to color preferences. Your second and third appointments are 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 Designer within 24-48 hours of your scheduled appointment time.

● 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.
- Flooring breaks
- Electrical
- Appliances
- Sound insulation
- Stair pickets and styles
- Texture and corner options for wall finishes
- Sink options & plumbing fixtures
- Interior doors, trim, and hardware
- Shower pans and tub options
- 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 Designer 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 as well as any ideas that you have saved from model homes you've visited, or from websites like Pinterest or Houzz.

● 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 Designers. 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 Designer. 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 three Design Studio appointments, we understand additional appointments may be necessary. Your Designer 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 a minimum of three 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 Designer will give you a high five and your subsequent appointments will be canceled.

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

The Design Studio is open Monday through Friday with early evening appointments available once a week. Evening 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 Designer 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 1 hour with options Monday through Friday, 9:00am, 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 lvp 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 Designer will provide guidance and pricing estimates during your virtual pricing appointment.

● **What is the difference in pricing of the Classic Kitchen and the Gourmet Kitchen**

Pricing is dependent upon your kitchen finish selections and varies by floor plan. Your Designer 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 Designer 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 25% deposit applies thereafter, for the amount over \$40,000; i.e. if you spend \$60,000, your despoit will be 25% of \$20,000.

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

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 lvp?**

Lvp 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, Agreeable Grey, 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, and to paint interior doors an accent color, while your trim will be either Alabaster or Extra White.

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

Paint color must be selected from the eight options offered.



COMMUNICATION

● How do I reach my Design Coordinator?

- Once your Design Studio appointments are booked, you will be sent a schedule that includes your Designers' contact 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 Designer during your time together.
- If you have questions following an appointment or between appointments, please send your questions directly to your Design Specialist, via email or voicemail. When leaving a message, it is important to understand the Design team typically conducts back-to-back appointments, so your Designer 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.