

1. Can I bring my children (or other family members) with me to my Design Studio appointment?

Your allotted appointment time with the Designer is 3 hours and while that may seem like a long time, there are a lot of very important decisions that need to be made during this timeframe.

The Design Studio itself is not a child-friendly environment and we strongly urge that you consider arranging for child care while you are in your appointment.

As for other family members or friends, we encourage them to be a part of browsing and of course we know that their opinion is valued. But we suggest that you allow your appointment to be centrally focused on you and the direct decision makers.

You owe it to yourself to have some uninterrupted time to make sure that the choices you have made are exactly what you want for your new home!

2. I have heard this term “repeat policy” but I am not sure what that means?

The term “repeat policy” refers to the fact that many neighborhoods have rules against using the same brick/siding/stone on homes that are within close proximity to one another. This policy is put in place (often by the developer, sometimes by the municipality/city) to ensure that your neighborhood looks nice, and that two homes that look the same are not near one another.

3. Why can't I duplicate exactly what I see in my Pinterest Board?

Simply put, while we will do our best to help you achieve the goal of what you might find on Pinterest by looking through the options we do have available, sometimes it's just not feasible or cost-efficient for you to have Jones complete the project.

Why? The Jones Company is a production home builder (which means better value and less time to build), unlike a custom homebuilder (unstructured timeframes and a universe of decisions to be made). Economies of scale and process efficiencies are two benefits that you get when choosing a production homebuilder. Choosing a Jones home means that your home will be delivered on time, for a price that you simply couldn't get from a custom builder. The Jones Company is able to make this possible by using a systematic, tried and true process.

4. Why can't I go to Lowe's or Home Depot and buy things to be added to my house?

So you fell in love with that light fixture at Home Depot? While our light fixture's heart will definitely be broken... that's okay! Once you have closed on your Jones home, you are welcome to add anything you like. We simply cannot install or warranty product that we don't purchase ourselves.

5. Why can't I take samples home with me?

The samples in the Design Studio are often the only ones we have, and every day we have more than one appointment booked. If we allow someone to take a sample, it would not be fair to the other people who are trying to make their choices.

6. Can I make changes after my design appointment?

Exterior selections made at your Design Studio appointment **must** be final, due to the fact that often your appointment determines the selections that are available for the next appointment, because of "neighborhood repeat" policies.

Interior selections **must** be finalized by the time that the Start Order is put into our system, because that "flips the switch" for everything to start getting ordered, etc. We encourage you to be ready to make final decisions at your design appointment so that you can talk that through with the designer during your allotted time together. Any changes that are made after the design appointment must be made with the Sales Manager, and **no changes** can be made once the Start Order is completed.

7. Why does the sample I saw look slightly different after it got installed in my home?

Keep in mind that each sample is just a representation of what the larger batch of product should look like. When you get an entire hardwood floor installed, for example, you are going to see much more of it than you did in the Design Studio. The same goes for marble or granite, and especially so, since they are natural materials that come from the earth and are not controlled by man.

Have a question that you don't see here? Please contact jchapman@livejones.com.