

Your Home Design

HOMEOWNER GUIDE

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Table of Contents

Your Home Design.....	3
Your Home Design.....	4
Selection Process & Paperwork	5
Selection Process & Paperwork	6
Preparation	7
Preparation.....	8
Selection Appointment	9
Selection Appointment.....	10
Product Information.....	11
Product Information	11
Wood Cabinets	12
Flooring.....	16
Countertops & Slab	17
Tile & Grout	18
Sound Insulation.....	19
Change Requests.....	20
Change Requests.....	20
Design Studio FAQ	22
Design Studio FAQ.....	23



Your Home Design

Your Home Design

Part of the fun of buying a new home is selecting features, finish materials, and colors. You will make some of these choices at your community sales center and others at our Design Studio or designated specialty showrooms, such as those for home theaters or security systems. Locations and contact information will be provided by your sales consultant.

Plans and Specifications

Take as much time as you need to visit the model homes alone and with your sales consultant to become familiar with all of our included features. In addition, notice the variety of selected features displayed in each model for your consideration. Because we realize it can be difficult to make choices from a printed list, we have made our models "living catalogs" so that you can see many of the actual items.

If you visited one of our other communities to see an example of a floor plan not shown as a model in the community where your new home will be built, take special care to study the specifications, as they often vary from community to community. Your sales specialist will assist you.

Included Features

Each floor plan includes a substantial number of appealing features and materials as listed on the "sales choices sheet" available from our sales center. Please review this information carefully to prevent any misunderstandings about which features are included in the base price of your new home. If you have any questions, your sales consultant will be able to assist you.

Selected Features

Classic Homes has assembled a collection of the most popular choices available for the home plans in your new community. Please review this information carefully to prevent any misunderstandings about which features are included in the base price of your home and which selections are available as additional options and upgrades. Pricing and the available selections are updated regularly. The list applicable on the date you sign your purchase agreement will apply to your home.

Custom Requests

In addition to the many available options and selections we offer, you may have particular features you want us to consider incorporating into your new home.

We will assist you in any way that we can to make these decisions as early as possible. We make no claim that we mention or offer every possible idea. Requests for custom pricing are available in some communities and vary by home collection. All custom requests are documented in detail on a change request form, as described in Change Requests.

What's in this guide

- **Selection Process & Paperwork** — how selections are scheduled and documented, plus exterior choices, availability, and your record of selections.
- **Preparation** — how to prepare for your design appointments and think through lifestyle, color, and light.
- **Selection Appointment** — meeting details for your Design Studio appointments.
- **Product Information** — what to expect from the materials you select: wood, flooring, stone, tile, and sound insulation.
- **Change Requests** — how to add, delete, or change selections, and the fees that may apply.

Key terms

Home Information Summary (HIS) — the detailed record of the selections made for your home; useful for matching paint colors, tile grout, and replacement items.

Design Studio — where you select and document interior selections for your new home, guided by a design specialist.

Change Order — the form used to describe and document any change you request to your home's specifications and selections.

Custom Request — a feature outside our standard options that you ask us to consider incorporating into your home; documented on a change request form.



Selection Process & Paperwork

Selection Process & Paperwork

Once your contract has been completed and accepted, a member of the Classic team will reach out to you to create a schedule for design selections on your new home. Your design specialist will work with you to plan and implement a schedule to finalize your selections within 60 days of signing your purchase agreement.

Informed Choices

We recommend that you review the maintenance tasks and warranty guidelines in *Caring for Your Home* prior to finalizing your selection decisions.

Be Thorough

Although your Home Information Summary and change orders are very detailed, it is important to review all **product information disclosures** (p. 11) and selections for accuracy prior to finalizing your home selections. Your home will be built according to the documents you approve.

Exterior Choices

Your homeowner association—as well as the selections neighboring homeowners have made—may limit your choices for exterior elevation, finish materials, or colors. Classic requires that you make your elevation and exterior color scheme selections at the time of contract. The sooner you make your selections, the more choices you have. Viewing existing homes is one way to select exterior colors. Exterior selections look different on a full-size home than they do on a color swatch or on a computer screen, phone, or tablet.

Availability

If a selection you make is discontinued or becomes unavailable, we will contact you and request that you make a different selection within five business days. Classic is unable to predict when a particular manufacturer or supplier may discontinue any particular item. Substitutions will be of equal or better value. Similarly, materials readily available when your home is built may be unavailable in years to come if replacements are needed in the future.

Record of Selections

Please retain your Home Information Summary (HIS) for future reference. It is useful for matching paint colors, tile grout, and replacement items in your home.



Preparation

Preparation

At times, what may feel like a compressed time frame combined with the number of choices involved in building your new home may seem overwhelming. As you prepare to make selections, the following suggestions may help guide you through the process.

Begin by identifying the details that are most important to you and your family. We encourage you to visit our model homes; they offer a living catalog of potential ideas curated by construction and design professionals. Watch for color combinations, selections, and ideas that appeal to you. If you see a selection or option in a model home that resonates with you, simply mention the address to your design specialist. They can easily research the selections and options that caught your eye.

Prior to your first design appointment, please review and study Classic's Design Studio Prep link, which was provided via email when your design appointments were confirmed. It is also important to refer to the Caring for Your Home chapter of this Homeowner Guide when making your selections. Your design specialist will also review Classic's product disclosures during your design appointments to help you understand the features and benefits of the items you select for your home.

These tools help you discover your current personal style; preferences will emerge that will bring the number of choices down to a manageable size. These preferences can change over time—let yourself be surprised to discover you are drawn to different colors or styles than in your former homes.

Your Home Designed the Way You Live

As you make choices for your new home, consider your present and future lifestyle. Take into account your family's daily activities—as a group and as individuals. Ask yourself what changes you expect in the next 5 to 10 years. Room by room, consider traffic, activities, and your family members' opinions.

Example considerations:

- Do you need or want a home office?
- Do you need a place for children to do homework?
- What hobbies or other activities do you want to accommodate?
- How do you celebrate holidays?
- Do you entertain in a formal or informal style?
- Do any family members have special needs?
- Do you frequently have overnight guests?

Color

Color is an extremely versatile tool that will set the tone for each room. Color choice is a subjective decision. Considering the preferences of all family members, select a few colors you like. Your design specialist is professionally trained to provide guidance and suggestions based on your preferred color palettes, style, and goals for each space. Classic's Design Studio is filled with a wide array of color, style, and inspiration to explore.

Light

It is important to understand your floor plan room by room and the orientation of your home. How many windows are in each room, where are they located, and which direction do they face? How will the potential of natural light impact the space? Take seasons and the time of day that the room will be used into consideration.

Next, consider the impact of artificial light. Seek to understand the lighting location in each room. Understanding the predetermined lighting locations will help ensure you make good decisions should you choose to incorporate additional lighting.

Lighting Fixtures & Light Bulbs

Classic's Design Studio and model homes showcase a variety of lighting packages and fixtures to help guide you when selecting lighting fixtures. The fixtures in your home are equipped with LED light bulbs.



Selection Appointment

Selection Appointment

After your contract and purchase agreement are approved, the Design Studio will schedule a series of appointments to select and document the interior selections for your new home.

Appointment details

Item	Detail
Appointment set by	The Design Studio, upon approval of your contract and purchase agreement.
Appointments available	Monday – Friday, 9:00 a.m. to 5:00 p.m. Evening appointments are available on Wednesdays.
Where	2754 North Gate Blvd., Colorado Springs, CO 80921
Phone	719-785-0123
Attendees	Classic Homes customers and a design specialist. Realtors are welcome to attend.
Length	Three Design Studio appointments, each approximately two hours, plus one one-hour appointment with our low-volt partner.

What you'll do

- Select and document the interior selections for your new home.
- Review product features, benefits, and disclosures.
- Discuss product and design questions.

How to prepare

- Bring color samples, notes, and photos of items that will influence your choices.
- Review the Design Studio Prep (DS Prep online) resource.
- Visit our model homes.
- Take the Design Studio 3D tour below.

Design Studio 3D Tour

Explore the Design Studio before your appointment with an interactive 3D walkthrough.



Product Information

Product Information

Part of choosing finishes for your new home is understanding the materials themselves. Many of the products you select—hardwood, cabinetry, natural stone, tile—are products of nature, and others are man-made materials whose appearance can vary from batch to batch. Knowing how these materials behave helps you make confident selections and set realistic expectations for how they will look once installed.

Your design specialist reviews this information with you during your appointments. These pages collect those product disclosures so you can review them before and after you finalize your **selections** (p. 6).

Samples Are a Representation

Because of factors such as age and date of installation, species of wood, room lighting, sunlight, humidity, and other environmental conditions, the materials displayed in the Design Studio Showroom and in our model homes are only a representation. They will not exactly match the materials installed in your home.

We make every attempt to give you a good representation of the colors and textures available for each product. Despite every effort to accurately reproduce a product's color on our website or on paper samples, actual colors may vary. Computer monitor resolution and color settings, as well as printed samples, can prevent subtle variations in color or surface texture from being fully revealed.

Dye-Lot Variances and Color Matches

Carpet, tile, vinyl, laminate, and other man-made materials may vary from dye-lot to dye-lot. Based on the availability of raw materials or technological improvements, manufacturers may find it necessary—without prior notice—to make substitutions during the manufacturing process. These changes may affect color and texture and are considered normal characteristics of the product rather than a defect.

Discontinued or Substituted Products

Manufacturers may discontinue or substitute products for various reasons without notice. The seller reserves the right to make changes or substitutions of a product or specification so long as the substitute is, in the seller's opinion, of equal or greater value. Where possible, you may be given an opportunity to re-select a discontinued or unavailable product before a substitution is made.

See **Availability** (p. 6) in Selection Process & Paperwork for how substitutions are handled.

Television Placement Near a Heat Source

Most television manufacturers instruct homeowners not to place a television above a heat source. Doing so may affect the longevity of the television and may negate its manufacturer warranty. If you plan to place a television above a fireplace, be aware of the heat the fireplace generates, and consider mounting the television above a mantel to reduce the heat reaching it. Classic Homes does not take responsibility for any impact to televisions placed near fireplaces.

In This Section

- **Wood Cabinets** — how hardwood cabinetry looks, ages, and varies by species.
- **Flooring** — hardwood, luxury vinyl, and carpet expectations.
- **Countertops & Slab** — natural stone and engineered quartz.
- **Tile & Grout** — ceramic and natural stone tile, trim, and grout.
- **Sound Insulation** — how floor and wall systems reduce noise.

Wood Cabinets

Hardwood is a product of nature, so many influences affect the appearance of the wood. Weather conditions, the type of soil the tree grew in, insects, minerals, and the tree's natural pruning process (which creates knots) all contribute to the unique beauty of hardwood cabinetry.

Finish products are used to enhance and protect the wood's surface and to diminish the effects of ultraviolet rays. Exposure to sunlight, chemicals, and smoke will cause a cabinet's finish to change color over time. Cabinets with natural or light finishes accent the wood's natural variations more than darker finishes do.

In certain dry climates, some cabinets may experience shrinkage that exposes the overlay panels, resulting in space variations. This is natural and is not a defect. In humid climates with high moisture levels, wood can expand, causing fractures and variations in spacing.



What to Expect

Each tree varies in grain, pattern, density, and color, and nature's impact determines the wood's distinctive character. Color match and grain patterns will vary because of these material characteristics and are not considered defects. Exposure to sunlight, smoke, and chemicals may cause some materials to fade or shift from their original color over time. Extreme temperatures can cause solid wood items, such as drawers and doors, to warp and shrink.

- **Allow time to acclimate.** We recommend allowing new cabinetry 30 to 60 days to acclimate to the environment of your home. During this period you may notice some shifting of doors that can make them appear warped or bowed. This is normal as the wood expands and contracts to adjust to its new environment.
- **Hairline cracks at joints.** Wood is in a constant state of expansion and contraction. This normal movement may cause hairline cracks at the joints in the finished surface on cabinet doors and face frames. This does not weaken or diminish the strength of the joints.
- **End grain absorbs more stain.** End-grain surfaces are softer than other areas of the wood, so they absorb more stain and often appear darker. This is a natural reaction, and variances cannot be prevented.
- **Mineral deposits.** As a tree extracts nutrients from the soil, mineral deposits may form in the wood, causing blackish-blue streaks in the grain. When finish is applied over mineral streaks, those areas may appear lighter or darker than the surrounding wood.
- **Grain telegraphs through stain.** The grain is the identifying feature of each wood type and will "telegraph," or show through, the stain. Open or coarse-grained woods (oak, hickory, alder) telegraph more than closed or fine-grained woods (maple, cherry).



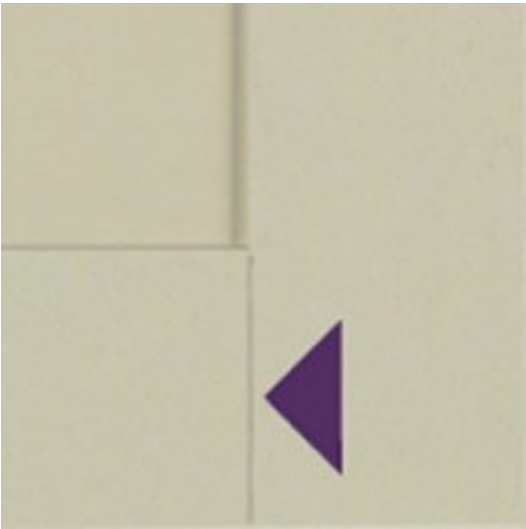


Environmental conditions can also alter a wood product's appearance from when it was new:

- As wood ages, the finish may change or darken over time due to interior lighting, sunlight, and humidity.
- Finishes react to prolonged exposure to tobacco smoke, resulting in discoloration that is especially noticeable on white and lighter finishes.
- Finishes are hand-crafted, so each door is consistently unique. Veneer wood absorbs more stain than solid wood and will appear darker. Door styles built with a solid wood frame and a veneer center panel show more color variation than doors made entirely of solid wood.

Painted Cabinets

Like other wood cabinets, painted cabinets expand and contract with changes in heat and humidity. Enamel painted surfaces do not expand and contract with the wood, which may result in finish fractures at the face-frame joints and doors. Over time, the finish on painted cabinets may dull or discolor with exposure to sunlight.



Species Characteristics

Maple

Maple is one of the hardest and most durable woods. Its smooth, subtle grain has a clean, fine-textured appearance enhanced by natural characteristics such as mineral streaks and pitch fleck. Mineral streaks are common and are more visible with darker stains. As maple ages, the color mellows into a rich golden patina—a normal change caused by exposure to UV light and the oxygen in the wood. Later additions to your cabinetry will not match the original color.



Cherry

As a natural product, cherry changes color almost immediately. Exposure to sunlight gracefully ages and darkens cherry into a deep, rich red patina. If you add to your cherry cabinets later, the color will not match the existing cabinets. Cherry is distinguished by characteristics such as fine pinholes, grain swirls, pitch pockets, mineral streaks, sapwood, and variations in color and grain. These are features of this elegant wood rather than flaws.



Knotty Alder

Knotty alder is a durable hardwood that often contains a mix of pinholes, open and closed knots, small cracks, worm holes and trails, bird pecks, mineral streaks, and grain variations. The knots vary in shape and size and can absorb stain differently from the rest of the wood. These are features of the wood rather than flaws.



Care Tips: See Cabinets Use & Care for cleaning and maintenance after you move in.

Warranty Coverage: See Cabinets Standards for coverage periods and exclusions.

Flooring

The flooring you select sets the tone for every room. Hardwood, luxury vinyl, and carpet each behave differently, and natural products in particular show variation that is part of their character.

Hardwood Flooring

When choosing wood, it comes down to three details: species, color, and grain.

All woods are classified as hard or soft. Hardwood comes from broad-leafed trees such as birch, oak, maple, cherry, and hickory. Softwood comes from needle-bearing evergreens such as pine, spruce, and cedar. Grain refers to the overall alignment, texture, and patterns in the wood. Because every tree has distinct grain and markings, each piece of wood has its own unique design.

The Janka Hardness Test

The Janka hardness test measures the force (in pounds) required to embed a 0.444" steel ball to half its diameter into a piece of wood. It is a good measure of how a species withstands denting and wear, and how hard it is to saw or mill. The higher the Janka number, the harder and more resistant the wood is to denting. The table below shows results for hardwood flooring species sold by Classic Homes.

Species	Janka (lb)
Mill Run Hickory	1820
#2 Red Oak	1290

Wood Grade

The grade of wood is a factor in the number of character marks and the amount of color variation. Classic Homes offers #2 grade flooring and mill run hickory:

- **#2 Grade:** Prominent variations in color and varying characteristics—including heavy streaks, checks, worm holes, and sound or open knots—as well as shorter board lengths are typical of this grade.

Wood Is a Natural Product

A consumer might assume that flooring will look exactly like the small sample seen in the Design Studio or a model home, but this is not always the case. No two floor boards are identical. Variations such as knots, color differences, mineral streaks, pinholes, and fillers are completely normal and are not defects. As your floor ages, some color change occurs, especially with exotic woods; this photosensitivity is normal but can be minimized by limiting exposure to direct sunlight and periodically moving furniture and rugs.

Wood is a hygroscopic material, meaning it dries out or picks up moisture from the air until it reaches equilibrium with the surrounding humidity and temperature. A few things to expect:

- **Seasonal movement.** All wood floors cup and peak with the change of season. Moisture and temperature changes cause wood to expand and contract, producing hairline cracks, slight height variations, or both. Cracks between boards may appear and disappear between seasons of high and low humidity. This is normal in all wood floors.
- **Plank width.** Floors with smaller plank widths, such as 2¼", show less shrinkage than 3–5" planks.
- **Dark woods and stains.** Just as dark woods show dust, scratches, and shrinkage gaps more easily than light woods, dark stains do the same.
- **Hollow sounds.** No subfloor is perfectly level. You may hear hollow sounds where the subfloor's surface dips and ridges. This does not affect the integrity or installation of the hardwood and is not a product or installation defect.

To protect your floor, place walk-off mats at each entryway to collect dirt and grit, which act like sandpaper and can scratch the surface. Avoid rubber-backed or non-ventilated mats and rugs, which can damage the floor; use mats made for hardwood floors and shake them out regularly. Also place mats anywhere water may be splashed, such as near a kitchen sink.

Luxury Vinyl Flooring

Luxury vinyl flooring uses high-tech embossing to create realistic wood looks that are designed to be beautiful from any angle. Light texturing adds a subtle, wire-brushed appearance; medium embossing creates character; and heavy embossing produces the look of substantial hand-scraping.

To protect your investment:

- **Use protective mats.** A good-quality entry mat traps dirt, sand, and oils that would otherwise be tracked onto the floor and helps protect against premature wear. Mats are also useful at heavy pivot points such as in front of the sink or stove. If placed directly on the floor, use mats without latex or rubber backings to avoid possible discoloration.
- **Use chair and appliance pads.** Make sure furniture legs have large, non-staining floor protectors. Replace small, narrow metal or dome-shaped glides with smooth, flat guides in full contact with the floor. Heavy furniture or appliances that are seldom moved should sit on flat, non-staining furniture casters or cups of an appropriate size.
- **Follow a simple maintenance plan.** Sweep or dust-mop daily to remove dirt and grit, wipe up spills as quickly as possible, avoid prolonged direct sunlight, and use only a non-abrasive cleaner such as Shaw Floors Hard Surface Cleaner. How often you maintain the floor depends on the type and frequency of foot traffic.

Carpet

The color of the sample you see in the showroom may not match the carpet installed in your home. Carpet can vary in color and consistency from dye-lot to dye-lot and can appear lighter or darker depending on the lighting in your home.

All carpet needs seaming, and the size of each roll influences the layout. Looped or low-profile patterned carpets may have visible or peaked seams; their visibility depends on texture, color, lighting, and furniture placement. Looped carpets can snag, particularly at a seam or a carpet transition. As carpet bends over stairs, the backing may show depending on texture, color, and grade level. This does not constitute a defect.

Care Tips: See Hardwood Use & Care, Resilient Flooring Use & Care, and Carpet Use & Care for cleaning and maintenance.

Warranty Coverage: See Hardwood Flooring, Resilient Flooring, and Carpet standards for coverage periods and exclusions.

Countertops & Slab

Countertops are one of the most visible surfaces in your home. Natural stone and engineered quartz offer different looks and care requirements, and natural stone in particular varies from slab to slab.

Natural Stone

Nothing makes more of a statement than a beautiful natural stone slab. Known for durability and longevity, natural stone comes in an abundance of colors and types. Different stones suit different uses depending on their hardness and porosity. Granite, for example, is one of the top choices for a high-use kitchen countertop because it is one of the hardest stones available.

All natural stone slabs begin as giant pieces of rock removed from quarries and cut into slabs. Each slab has its own shape and characteristics:

- **Natural markings are normal.** Veining, crystallization, irregular markings, and shading are all normal aspects of natural stone and add to its authentic look. No two slabs look exactly the same.
- **Inclusions and fissures.** Some markings may be mistaken for imperfections. Inclusions—mineral spots darker or lighter in color—are particularly common in granite. Fissures are often mistaken for cracks but are not. Veining direction may also be inconsistent throughout a slab. These are natural characteristics, not defects.
- **Seams.** If an area requires more than one piece of stone, seaming is necessary. Seam placement is dictated by the size of the slabs, the density of the stone, and the layout. The same stone installed in two identical layouts can have different seam locations because of slab size. Slabs with more pronounced veining increase the visibility of seams.
- **Surface texture.** Even after the manufacturer's polishing or honing, no natural stone slab has a perfectly smooth surface. Small chips or pits may be apparent in different lighting, and faint cloudy spots may become visible when viewing the countertop from different angles.

To keep stone protected from daily use, ask your design specialist for recommendations on sealing, and maintain all caulked areas to guard against water damage. An Invisablock granite sealer is available; this product is intended for granite and is not needed for quartz selections.

Engineered Quartz

Engineered quartz is quarried from the same resources as natural stone and granite. The term "engineered" refers to the manufacturing process after the material leaves the quarry: the quartz is pulverized and combined with pigments and fillers to create a slurry that is poured into a slab form. The slab hardens into a non-porous, durable surface that is stain- and bacteria-resistant.

Quartz surfaces are non-porous and need no additional sealing. While moderate temperature changes are tolerated, radical temperature changes—such as placing an extremely hot pan directly on the surface—can damage it. Always use a hot pad or trivet when setting a hot pan on a quartz countertop.

Care Tips: See Countertops Use & Care and Man-Made Stone Use & Care for cleaning and maintenance.

Warranty Coverage: See Countertops and Man-Made Stone standards for coverage periods and exclusions.

Tile & Grout

Tile offers nearly endless design options for floors, walls, surrounds, and backsplashes. Ceramic and natural stone tile behave differently, and grout selection has a noticeable effect on the finished look.

Ceramic Tile

Ceramic tile has long been a practical, popular choice for its design options, durability, and easy maintenance. Because it is man-made, it comes in a wide selection of sizes, colors, patterns, and finishes.

Finishes range from matte to high gloss, and some are better suited to specific areas. Scratches, for example, are more noticeable on high-gloss tile, making it better suited for bathrooms, surrounds, or backsplashes than for a kitchen countertop. Tiles are either decorated and glazed or left unglazed.

Solid-color tiles provide a consistent look, but shade variation is inherent in all fired ceramic products, and certain tiles show greater variation within their dye-lots. Color variations are also normal between the samples in the Design Studio and the wall or floor tile installed in your home.

Natural Stone Tile

The beauty of natural stone tile adds timeless elegance to any kitchen or bath. Each piece is uniquely individual. You can choose from five types of stone—marble, granite, limestone, travertine, and slate—each varying in hardness and porosity.

- **Natural markings are normal.** Irregular markings, shading, veining, and crystallization are part of the beauty of the stone. The veining direction differs from piece to piece, so when tiles are installed side by side, the veining will not run in a consistent direction.
- **Tiles differ from samples.** Installed tiles will not look exactly like the tile you saw in the Design Studio. If you combine natural stone products—such as a stone tile backsplash with a stone slab countertop of the same color and type—they will not match. It is also not possible to hand-select your natural stone tile.
- **Surface texture.** Tiles are polished or honed before installation, but faint cloudy spots from polishing swirl marks may be visible in certain lighting and at certain angles. No natural stone tile has a perfectly smooth surface, and small chips or pits may appear in different lighting. Fissures, often mistaken for cracks, are not defects.
- **Travertine.** Travertine has a unique fill process: in its original form it has thousands of holes, which are filled and polished after the stone is cut. The stone polishes to a high sheen while the filled areas remain dull, and the back of the tiles is rough from the filling process. This is normal and does not affect quality.
- **Thickness and surface.** Being a natural product, stone tiles vary more in thickness, squareness, and length than man-made ceramic tile, so an installed stone-tile surface will not be perfectly smooth from tile to tile.

Decorative Liners, Accent Tile & Trim

Tile and metal trim pieces finish the edges of a tiled area to prevent exposed edges that look unfinished and are more susceptible to damage. Classic requires trim or edging material on all tile. These pieces are manufactured separately from the field tile and will vary in color and dye-lot from it. Because the field tile usually differs in size and shape from the trim, the grout joints will not align.

Liners—sometimes called feature strips or decos—can enhance the look of a kitchen or bath. They may vary in thickness, width, color, or dye-lot, and matching trim pieces are not always available. Like trim, liners will not align perfectly with the field tile, particularly where there are items to tile around, such as an electrical outlet. Natural stone liners are porous, so grout fills their crevices and affects their color.

Grout

After choosing a tile, you select a grout color. Grout can display uneven color or inconsistencies within the same installation, or vary from the sample in the design center, due to differences in temperature and humidity at the time of grouting. It is common to see slight differences between grout on a floor and the same color on a wall.

A high-contrast grout choice emphasizes any unevenness or irregularity in the tile, while a color-matched grout tends to hide such imperfections. On beveled tile, imperfections are amplified because more grout is visible where the tiles meet. Exact layout, grout type, and joint widths are determined by the tile setter at the time of installation, based on the actual size and shape of the tile and the dimensions of the area.

Grout is naturally porous and needs to be sealed. Classic does not seal grout before closing because of the curing time required; it is advised that the homeowner seal the grout after closing but before use. Flex grout is an alternative that does not require sealant—discuss this option with your design specialist. Either way, it is the homeowner's responsibility to maintain all caulked areas.

Care Tips: See Ceramic Tile Use & Care and Caulking Use & Care for cleaning, sealing, and maintenance.

Warranty Coverage: See Ceramic Tile Standards for coverage periods and exclusions.

Sound Insulation

Sound insulation refers to a floor or wall system's ability to **reduce** airborne noise entering a room from rooms above, below, and adjacent, as well as noise from movement such as walking overhead. Classic's sound insulation option **mitigates** noise; it should not be confused with **soundproofing**, which is not available through Classic.

When deciding on sound insulation for a wall (R-13) or floor (R-17), consider both airborne and impact noise insulation as well as how the system integrates with other building elements.

Airborne and Impact Noise

There are two types of noise to consider when choosing sound insulation and flooring:

- **Airborne noise** is radiated directly from a source—such as a loudspeaker, stereo, television, people talking, or a dog barking.
- **Impact noise** is produced by the collision of two solid objects—such as footsteps or dropped objects on a floor, wall, or ceiling.

Reducing noise transfer through I-joist floors and between walls involves many factors:

- Floor surface type (carpet, tile, wood, etc.)
- Insulation between the floor and ceiling and within defined walls
- Whether a basement is unfinished or finished (a finished basement adds a drywall ceiling)
- Furniture type and placement
- Window coverings

Floor Finish

For floor and ceiling systems, the main concern is impact sound transferring to the room below. In I-joist constructed systems, the surface finish is the most significant factor in impact sound. Hard surfaces such as hardwood, stone, and ceramic tile are more problematic than soft finishes such as carpet, because they can increase structure-borne sound transfer. Carpet is one option to consider for improving impact sound insulation.

Alternative hard-floor systems can also be considered with appropriate acoustic treatments, such as a foam underlayment under hardwood. The choice of floor covering is an important part of both the initial finish and any future upgrade.

Reflected noise within a room is a further consideration. Smooth surfaces tend to reflect high-frequency noise, while surfaces such as carpet absorb sound better than hardwood and tile. A high reverberation time can lower speech intelligibility and raise internal noise levels, which in turn increases noise transfer to adjacent rooms. Selecting absorbent floor coverings such as carpet, or absorbent furnishings such as rugs or heavy drapes, helps reduce reverberation.

Related: See Noise Issues in the Warranty guide for how noise concerns are evaluated after closing.



Change Requests

Change Requests

Classic Homes uses a change order to describe and document all changes you may request to your home specifications and selections. Change orders generally fall into three categories:

- Add or delete an item after signing your purchase agreement.
- Change a selection previously chosen.
- Personalize your home plans still further with a custom request.

In order to deliver your home as close as possible to the target date, we order many items well in advance of installation. Once a particular item is ordered, making further changes may involve adjusting the planned delivery date and additional costs. All selections and changes must be documented on the appropriate forms to ensure your home is built to meet expectations and written specifications.

All changes are required to be submitted, reviewed, and accepted prior to your Home Start Review Meeting. Late changes, if allowed, will be subject to late change fees and may delay the construction timeline of your home.

Processing and Potential Fees

When you request a change, Classic will document the details and submit it to the construction and purchasing departments for approval, pricing, and schedule review. Some change requests involve redrawing house plans, code research, and conversations with multiple trades and suppliers. The process typically takes three to five business days unless we advise you otherwise. Once completed, information on pricing and any schedule adjustment is returned to you for a final decision. Depending on the nature and extent of the change you request, some or all of the following fees may apply.

Design Deposit — Design Studio deposits are required for design-related selections that exceed a predetermined investment level, which may vary by collection. Your design specialist will calculate your required deposit upon finalizing your selections. If construction drawings are needed in order to obtain accurate pricing and ensure the change is implemented correctly, additional non-refundable fees may be required. If you decide not to proceed, Classic Homes retains the appropriate non-refundable fee to cover the cost of work performed to determine the price of your request.

Administrative Fees — A draw or engineering fee is likely with most change requests. This is necessary because previously issued purchase orders must be canceled and reissued. Custom requests are not part of our standard process and represent the largest opportunity for error if not documented with appropriate drawings.

Restocking Fee — Changes to materials already ordered may include a restocking fee, which is charged to us by the supplier and passed on to you.

Cost of the Change — The materials and labor to accomplish the requested change will be determined by the Purchasing Department working with the affected trade or trades. Sometimes a seemingly minor change impacts other elements of the home and therefore may come with hidden costs.

Credit for Deleted Items — Should you choose to delete a selection that does not require a restocking fee, the cost of deleted items will be credited to you. Any credits for items deleted as part of a custom request are accounted for in the final price of the custom item or option.

Construction Loan Interest — If the change you request impacts the construction schedule, our pricing will include construction loan interest for the additional number of days shown on the change request form.



Design Studio FAQ

Design Studio FAQ

Answers to common questions about your upcoming Design Studio appointments. This guide is not all-encompassing — your designer is your best resource for details specific to your home and community.

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. If there is a delay in scheduling your first appointment due to market demand, volume of home sales, or appointment availability, the timeframe will be extended to within 30 days of your first design appointment.

What topics will be covered during my appointments?

We strongly encourage you to use the Design Studio Online Prep Link provided via email with your contract. This resource is available at ClassicHomes.com/dsprep and will help you understand what to expect from your virtual and in-person appointments.

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, trim options, and windowsill options
- Interior, exterior, and additional door options, including interior hardware
- Lighting / electrical

Why is my first appointment a virtual appointment?

Through more than 30 years in home building, we've found that hosting your first design appointment virtually is both efficient and convenient. The virtual appointment provides pricing on any options you're interested in and gives a general overview of interior selections that are not specific to color preferences. Your second and third appointments are when color and texture come into play.

What platform is used for virtual appointments?

Virtual appointments are conducted using GoTo Meeting, a web-based meeting platform. You will receive an invitation via email from your designer within 24–48 hours of your scheduled appointment time.

What should I expect to discuss during my virtual appointment?

- The selections you made with the sales team at time of contract
- Target investment goals for your interior selections
- 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 at ClassicHomes.com/dsprep.

Can my Realtor join the virtual and in-person meetings?

Yes. Your Realtor receives the invitation to the virtual appointment and is also welcome to attend the in-person appointments at the Design Studio.

Can my family attend the appointments?

We request that 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 through color selections for cabinets, countertops, flooring, tile, plumbing, lighting, and more. See [Selection Appointment](#) (p. 10) for meeting details and what to bring.

What should I bring to my appointments?

Bring photos of furniture, interior finishes, and colors you're trying to match, along with any ideas saved from model homes you've visited or from sites like Pinterest or Houzz.

Can I visit the Design Studio without an appointment?

Our Design Studio is open by appointment only and is best experienced with the guidance of our designers. The showroom is not open for self-guided browsing so we can offer each customer undivided attention and full access to samples.

Can you send me samples or pictures of the showroom selections?

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 — if you like the finishes in a particular model, note the address and share it with your designer. We can look up finishes and selections for every model we've built.

What if I can't complete my selections during the scheduled appointments?

While most customers complete their selections in three appointments, additional appointments may be necessary. Your designer will schedule them based on the soonest availability.

Why can't I have just one appointment?

Personalizing your home is an extensive process. In our 30+ year history, we've found that a minimum of three appointments is realistic. Should you finish in one appointment, your designer will give you a high five and cancel your remaining appointments.

Can I schedule appointments in the evenings or on weekends?

The Design Studio is open Monday through Friday, with early evening appointments available once a week. Evening appointments are very popular and fill quickly; we'll do our best to create a schedule that works for you.

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 an appointment?

Because we maintain a full schedule and booking can be several weeks out, it's important to keep your appointments — missed appointments delay the start of your home. In an emergency or unforeseen circumstance, 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. Their technology consultants work closely with you and your designer to ensure the options you select are incorporated into your interior selections.

Where is HomeRun Electronics located?

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

How long is the low-volt appointment?

Sessions are scheduled for one hour, Monday through Friday, at 9:00 a.m., 1:00 p.m., and 3:00 p.m.

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

Call HomeRun Electronics directly at 719-685-0660. Your low-volt selections should be completed with HomeRun before your second 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 flooring or countertop pricing before my first appointment?

Pricing depends on your floor plan, surface area, and the material selected, so it isn't available in advance. Your designer will provide guidance and pricing estimates during your virtual pricing appointment.

What's the price difference between the Classic Kitchen and the Gourmet Kitchen?

Pricing depends on 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 vary based on your style, preferences, and the selections most important to you. Your New Home Specialist (sales team) and your designer can share average Design Studio investment ranges for your floor plan and 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 to the amount over \$40,000 — for example, if you spend \$60,000, your deposit is 25% of \$20,000. See [Change Requests](#) (p. 20) for more on deposits and fees.

Product Selections

Appliances — are appliances included in the base price?

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?

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

Countertops — can I get upgrade options and pricing for quartz and granite?

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

Flooring — can I get a list of carpet and LVP color options and pricing?

LVP color options are available via the Design Studio Prep link (ClassicHomes.com/dsprep) provided with your contract documents. Classic's carpet and tile colors and styles are an extensive list not available in advance of your appointment. Pricing depends on location and level of selection.

Lighting — can I supply my own fixtures for Classic to install?

Classic offers a variety of lighting packages and fixtures, but we're unable to install customer-supplied products. If you plan to install your own lights, installation must take place after closing.

Paint — what interior wall paint colors are available?

The eight Sherwin-Williams options are: Colonnade Grey, Big Chill, Egret White, Balanced Beige, Accessible Beige, Agreeable Grey, Alabaster, and Extra White.

Paint — can I have different paint colors in different parts of the house?

Paint color is a whole-house selection. You may optionally have ceilings painted white and interior doors painted an accent color; trim will be either Alabaster or Extra White.

Paint — can I pick my own color instead of what's included?

Paint color must be selected from the eight options offered.

Communication

How do I reach my Design Coordinator?

- Once your appointments are booked, you'll be sent a schedule that includes your designer's contact information.
- We encourage you to note your questions before your appointments so you can discuss them with your designer during your time together.
- For questions between appointments, email or leave a voicemail for your Design Specialist directly. The design team conducts back-to-back appointments and may be away from phone and email for extended periods, so please allow up to 48 hours for a response. All calls and emails are returned.

If you have a question that may help other customers, we welcome your feedback — email marketing@classichomes.com.

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

The questions and answers in this FAQ are intended to help you navigate the Design Studio process. They are not all-encompassing, and the answers and processes described are subject to change at the builder's discretion without notice.