



## SERVICE FAQs

### **Where can I find my interior and exterior paint colors?**

A copy of your paint colors was provided at the time of your design appointment and again at the courtesy interior paint touch up appointment after the close of escrow of your home. Should you need to request another copy, please do so by submitting a written service request.

### **Where can I obtain a copy of the floorplans for my home?**

You should know that the floor plans are copyright protected and may not be transferred to any third party without permission and compensation to the architect. A copy of the floor plan is available to view at your local City Hall development department.

### **Are stucco, drywall, grout and tile cracks normal?**

Yes, stucco, drywall, grout and tile will crack and is to be expected. There are many different materials used in the construction of a home. Most building materials are subject to expansion and contraction due to changes in temperature and humidity. This is especially true of drywall. Due to this expansion, as well as the natural shrinkage which takes place at the time the material sets, it is inevitable that some cracks may appear in drywall. As part of our commitment to service, we offer a complimentary eleven month touch-up visit for normal items like nail pops, drywall, grout and tile separations.

### **What does my One Year Fit and Finish Warranty cover?**

For a period of one year from your close of escrow, you are covered by your express written limited Warranty that includes the Fit and Finish of these building components of your home: cabinets, mirrors, flooring, interior and exterior walls, countertops, paint finishes and trim. The Fit & Finish Warranty means that we will repair significant defects or failure of these items. Scratches or damages that appear after the move in are not covered under the Warranty and therefore are the responsibility of the homeowner.

### **Why do you need my signature on a service order?**

Signing a service order acknowledges that a construction professional worked in your home on the date shown and with regard to the items listed.

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Persons shown do not reflect racial preference.