

The Design Center Process



At T.W. Lewis, we work very hard to make the process of buying and building your new home an enjoyable one; we're committed to making it a better buying experience throughout. One of the ways we achieve that goal is through our award-winning T.W. Lewis Design Center, where you can personalize your new home by choosing from the hundreds of products and design options available to you.

Shortly after you complete your Release 1 selections, your Design Consultant will contact you via phone to introduce herself and review with you the process for selecting your Release 2 and 3 choices. Please remember that you have many different choices to make, and you may review them on your Option Sheets. It's never too early to start thinking about the areas of your home you wish to personalize.

OUR INFO:

The T.W. Lewis Design Center is located 1 mile east of I-10 on Elliot Road, adjacent to our corporate headquarters in Tempe.

The address and phone numbers are:

T.W. Lewis Design Center
858 West Elliot Road,
Suite 101
Tempe, AZ 85284

480-768-4900 (phone)
480-768-4901 (fax)

We realize that every buyer is different when it comes to personalizing their new home. You may already have a very good idea of what you want included in your home, while others may not. Your Design Consultant will work with you to tailor the process so that it fits your particular preferences.

Please see the map on the following page for directions to the Design Center.

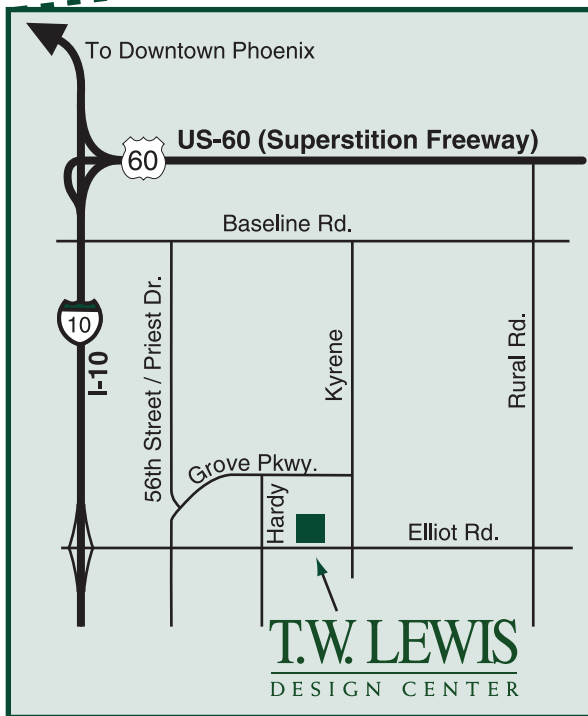
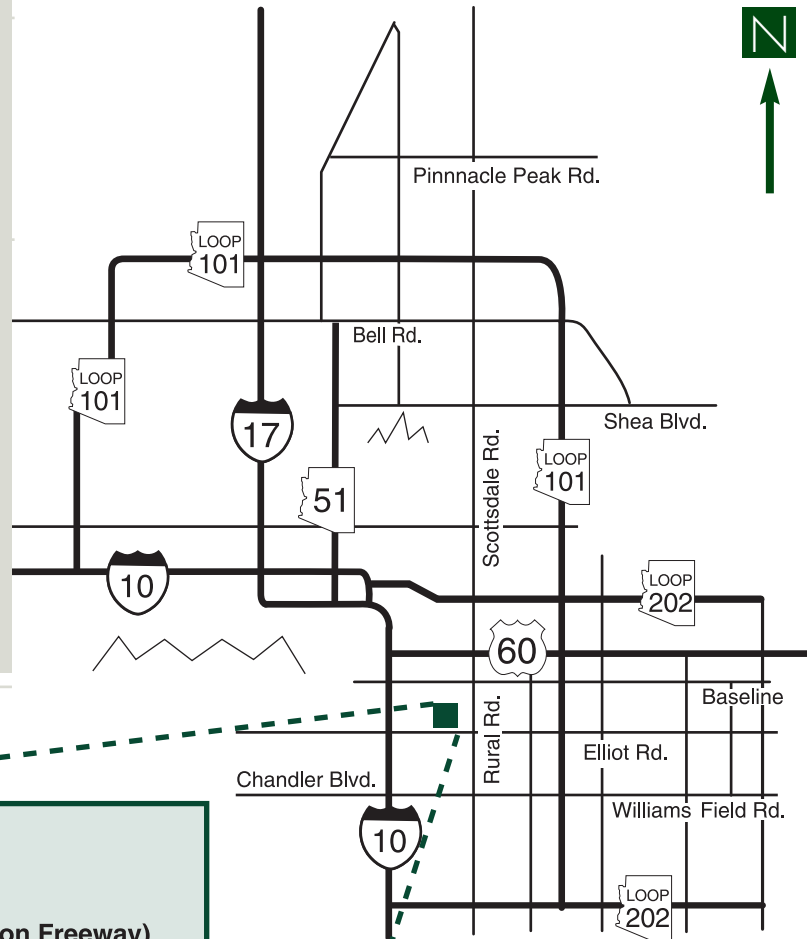


The T.W. Lewis Design Center

DIRECTIONS :

The T.W. Lewis Design Center is located 1 mile east of I-10 on Elliot Road, adjacent to our corporate headquarters in Tempe.

I-10 is accessible by the I-17 or SR-51 freeways in Phoenix and the West Valley, and by the Loop 101, Loop 202 or US-60 freeways from Scottsdale and the East Valley.



Preparing To Make Your Selections

You will have many different choices to make in personalizing your new home, and your Design Consultant will work with you to ensure you have ample time to consider your choices.

There are a few things you can do to help prepare for your first Design Center visit:

- 1) Review the Design Center chapters of your Road Map.
- 2) Make an appointment with your Sales Associate to review the standard features of your home.

Even though this may have been covered when you signed your Purchase Agreement, it sometimes helps to go back through the model with your Sales Associate to better understand the included features of your new home.

- 3) Tour T.W. Lewis model homes Valley-wide.

Make notes about the features and options you like. If you see something in one of our model homes that you wish to duplicate or closely match in your own home, please make a note of the following:

- Community name
- Model name (always located near the front door)
- Name of room or area containing feature
- If you have a digital camera, feel free to take photos of features you wish to share with your Design Consultant.

- 4) Determine your budget.

Many buyers feel like a “kid in a candy store” at our Design Center. While we understand your desire to create your dream home, our goal is that you are completely satisfied with your new home and that means being sensitive to your budgetary constraints. Sharing your budget with your Design Consultant will help them to guide you to appropriate choices and make more efficient use of your time.



continued ...

Preparing To Make Your Selections (cont.)

5) Think about your schedule.

Your Design Center appointments will demand your time and attention, so work and travel schedules may need to be coordinated and/or adjusted. Design Center appointments are typically scheduled weekday mornings from 9:30 AM to noon, or afternoons from 1 to 5 PM.

6) Review your Release 2 and 3 Standard Option Sheets.

You may find that you already know what you want for many choices, but by reviewing these you may start to think about options you hadn't considered.

7) Be prepared to discuss your preferences for colorizing your new home.

Once your Design Consultant understands your individual tastes, they can focus on products that match your preferences. Many buyers prepare by bringing along magazine pictures, fabric or other small samples to help illustrate their preferences.

Design Center Visits

When visiting the T.W. Lewis Design Center, please keep these tips in mind:

- Design Consultants are available via appointment only.
- Allow enough time to complete your appointment(s) without feeling rushed.
- Appointments with your Design Consultant average 3-4 hours each.
- Depending on your requirements, additional appointments with our onsite preferred partners from cabinetry, sound systems and pool (to name a few) may be needed.
- Dress casually and comfortably.
- While snacks and beverages are provided, we do not have lunch facilities within our Design Center. If you have scheduled an all-day appointment, you will need to make arrangements for your lunch. Design Center appointments can be mentally exhausting, so we recommend you don't skip any meals!



Meeting Your Design Consultant

At your first appointment at the Design Center, your Design Consultant will ask questions about your family's tastes, lifestyle and budget to get a better understanding about your individual needs and preferences. Then, that information will be used as a guide in helping you personalize your home.



Some examples of topics that might be covered in this first appointment include your family's needs, the types of leisure activities you prefer, whether or not you will use the home for business purposes, and any other needs you may have. In addition, you'll be asked whether you prefer a casual or more formal style, whether you entertain guests frequently, and other lifestyle-related questions.

Please keep the appropriate Release stage deadlines in mind while in the process of making your selections. We're confident you'll enjoy the time spent personalizing your new home, but it's important that the selection process keeps moving forward.

Getting to know you helps your Design Consultant form a better idea of your family's lifestyle and preferences.

Developing An Action Plan

Once your Design Consultant has learned your preferences and needs, it will be time to move ahead in making choices on specific features and options. Working together, you'll form a specific Action Plan by which those choices can be made and submitted.

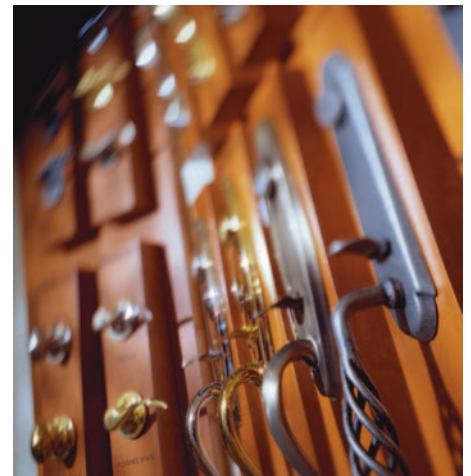
Our experience has shown that most buyers will need three sessions with their Design Consultant and three to four sessions with our onsite preferred partners to make all of their Release 2 and Release 3 choices. However, that schedule could change considerably, depending on the complexity of your particular choices, as well as your schedule and availability.

As a further enhancement to the Design Center process, we've dedicated specific space and resources in the Design Center to a select group of trade specialists, representing some of our Preferred Partners.

It may be a good idea to schedule an extra appointment for certain selections, such as pools, spas and front landscaping.

Your Design Consultant will coordinate these specialists into your Design Center appointments. Your Design Consultant will also advise you if they feel your individual preferences require extra time with these specialists, and additional Design Center appointments may be added to your Action Plan, if necessary.

Because of the many different selections to be made, it's important to have an Action Plan in place, so that you don't find yourself approaching a Release deadline without having your selections finalized.



Overview of Release 2 Appointments

By now, you have a better idea of how the T.W. Lewis release process works, although you may still be feeling apprehensive about the amount of time your selections may take. The general guideline for completing Release 2 selection is one to two days at the Design Center. How much time it will take mostly depends on you and the extent to which you wish to personalize your new home.

Your Design Consultant will help you make the most efficient use of your time, while ensuring you don't feel rushed and get the time you need to consider all your home's features.

Below is a general outline of your Release 2 Design Center appointments to give you a better idea of what to expect. Keep in mind that your appointments may vary greatly from this outline depending on your needs and desires.

General Outline of Release 2 Appointments

First Appointment – Colorization

Plan on 3 to 4 hours

At your first appointment you will make your major colorization choices with selections for paint, flooring and cabinetry.

- Select color and style of cabinetry
- Make your flooring selections (tile, carpeting, medallions, decorative accents, etc.)
- Choose your interior paint colors
- Create your kitchen backsplash
- Select bathroom tile work (examples: wainscoting in powder room, decorative listelles on vanities, decorative tile at tubs and showers, etc.)



continued ...

General Outline of Release 2 Appointments (cont.)

Second Appointment – Option List

Plan on 3 to 4 hours

At your second appointment you will review and select all the items not previously selected on your options sheets.

- Select front door and interior door styles
- Choose type & finish for door hardware
- Select baseboards and crown molding
- Make lighting selections
- Choose faucets and bath accessories
- Finalize bathrooms by selecting toilet style, sinks and mirrors
- Choose kitchen sink styles and faucet(s)
- Select appliances



Additional Appointments with Preferred Partners

Once you are underway with your option list selections you will also be meeting with our on-site Preferred Partners representing cabinetry and electronics:

Third Appointment – Cabinetry

Plan on 1 hour initially, possible follow-up appointments

Meet with cabinet representative (approximately one hour) to review the standard features of the cabinets in your home and determine any upgrades, like additional roll-outs, fluting and crown details, wine storage areas, built-ins and media niches or custom den units.

Fourth Appointment – Electronics

Plan on 1 hour initially, possible follow-up appointments

Meet with electronics representative (approximately one hour) to review the standard placement of phone and cable jacks and discuss options like security systems, surround sound, central vacuum system and built-in ironing boards.

continued ...

General Outline of Release 2 Appointments (cont.)

Fifth Appointment – Electrical & Other

Plan on 3 to 4 hours

At your third appointment you will review electrical items and anything not covered or finalized in your previous appointments.

- Ceiling fans
- Can lighting
- Indoor and outdoor outlets
- J-boxes
- Niche lighting/ decorative lighting
- Anything not previously covered



Final R-2 Appointment – Finalization & Sign-off

Plan on 1 to 2 hours

Your final appointment for your Release 2 options is to sign-off on your selections. Any Release 2 Earnest Money deposits on specific selections of upgrades will be collected by your Design Consultant at this time.

Once you've completed your final Release 2 sign-off, we begin the process of putting your desires in motion by ordering the necessary supplies, coordinating timelines and building your dream home! Because of the time needed to coordinate your specific features and options, you may not make changes to your Release 2 selections once they are final.

IMPORTANT NOTE ABOUT GRANITE SLAB APPROVAL

As an accommodation to our buyers, we suggest you view and approve any natural stone surfaces and/or flooring material to be installed in your home. (This includes granite slab kitchen countertops but also may include natural stone flooring or decorative accents.) There can be great variation in natural stone surfaces, and the purpose of this approval is to give you a chance to view and approve the materials that will actually be installed in your new home.

This process usually occurs after your Release 2 deadline and before electrical is installed on your new home. You are responsible for making your appointment with the granite/stone supplier to view and approve your materials. At your Release 2 Sign-off, your Design Consultant will provide you the necessary information so you can make this appointment.

Overview Of Release 3 Appointments

Your Release 3 appointments will take care of all your remaining selections—window treatments, landscape, concrete and pool. While the number of options to consider in Release 3 are less than Release 2, these last set of Design Center appointments have the potential to be time-consuming because they relate to landscape and pool design.

Again, your Design Consultant will help you make the most efficient use of your time, while ensuring you don't feel rushed and get the time you need to get things just right.

Below is a general outline of the three individuals you will need to meet with (in no particular order) to complete your Release 3 selections:

Your Design Consultant

Plan on one 1-hour meeting to review and select optional window treatments like shutters, wood blinds, silhouette shades, sun screens, etc. Usually the pricing for these options is provided to you at your Release 2 sign-off.

Your Landscape Representative (*Preferred Partner Representative*)

Because each landscape is designed to each buyer's needs, plan on at least two meetings to review landscape designs and select plant and paver/concrete options. At your meetings with your landscape designer, your allowance and expectations for front yard landscaping will be discussed as well as any desired landscape upgrades and/or features.

TIP

To finalize your landscape plan, make sure you allow enough time so that signed paperwork can be provided to your Design Consultant by your Landscape Consultant at least one week prior to your Release 3 deadline.

Depending on the features of your landscape design, pricing for landscape will be provided by either your landscaper or by your Design Consultant. Because your design determines final pricing, your overall design must be submitted to your Design Consultant in order for pricing to be provided.

continued ...

Overview Of Release 3 Appointments (cont.)

Your Pool Representative (*Preferred Partner Representative*)

If you wish to add a pool to your new home, it's best to get an early start because deadlines can sneak up and contracts need to be finalized well in advance of your Release 3 deadline. Your pool will be designed specific to your home's lot and your needs and desires, so please plan on 2 to 3 appointments with your pool representative.

Prior to your Release 3 deadline, a signed contract will be given to your Design Consultant by your Pool Representative. This is an important step because pools cannot be added onto your purchase agreement after your Release 3 deadline.

Final Sign-off Of Release 3 Selections

Your Design Consultant will help in finalizing your Release 3 selections, by collecting any deposits that are due, gathering your contracts for pool and landscape and adding these items to your purchase agreement. Your Design Consultant will contact you to get the appropriate signatures for your Release 3 selections. Sometimes this sign-off can be completed via mail and/or fax, although in either case earnest money deposits will need to be collected in order for your selections to be considered final. We will try to accommodate you as best we can. In return, we ask for your help in making sure your final sign-off is received by your Release 3 deadline.

After Your Release Deadlines

Congratulations! Once you have finalized your selections for Releases 1, 2 and 3, you can relax and let us build your dream home.

Once a Release is finalized, we immediately start the process of designing those choices into the home, ordering products, scheduling installation dates, and so on. In some cases, it may seem like your deadlines are well in advance of construction, but keep in mind that our process has been designed to allow ample time for us to make the necessary preparations to construct your home. Be assured that even if it seems as though construction is not progressing, there are hundreds of tasks taking place behind the scenes that are keeping the process moving forward.

Design Center Survey

As part of our continuing effort to provide the best service to our buyers, we frequently survey our customers about their opinions at different points throughout the construction process.

One of these surveys will be given to you after you complete your Release 3 selections, where you'll be asked to evaluate our Design Center process while the experience is still fresh in your mind.

Regardless of your experience at our Design Center, we encourage you to fill out the survey and return it to us; it's an important way for us to keep track of how we're doing.

