

Selection Service Level Agreement

We have created four unique Selection Service Levels for your home design experience. Each one offers you a professionally guided method in which you can personalize your new home specifically to your lifestyle. Your appointments will vary depending on which Selection Service Level best fits you and your new home build.

To ensure that your needs are being served, our team will help guide you to the Service Level that meets your personal design needs, home plan changes, and overall investment level. At any point in the home design process, Eastbrook Homes reserves the right to reassign your Service Level based on our industry expertise.

Once your contract is signed and accepted, you will receive an email called “The Homework Checklist” that details out all of your next steps. Your approval date (which is indicated in your Homework Checklist email and is generally 1-4 days after you submit your purchase agreement) marks day #1 of your timeline; the timelines are detailed out in the Selection Service Levels below. We ask that you follow this Homework Checklist closely to ensure that your timeline stays on target. Our team will work alongside you to help keep you informed.

Please note that if your home is not finalized in the Home Creation Studio within the time specified in your selected Service Level below, your contract and pricing will be reviewed and is subject to change. Additionally, any approved changes made after finalizing will be considered a custom change and will incur a \$200 late fee per change.

Appointment Availability


- Monday through Friday from 8:30 am to 5:00 pm.
- The length, structure, and quantity of meetings will vary depending on your Selection Service Level.
- Calendar days can be defined as every day on the calendar, inclusive of weekends and holidays.

Included Service Level: \$0

- ALL the following criteria must apply to use this service:
 - You agree to complete the structural/selections process within **21** calendar days of your approval date.
 - Your final appointment will take place within 7 days of your first appointment.
 - Budget is under \$500,000.
 - Only selecting from Included Features and Pre-Priced Options
 - Will make design choices quickly and decisively.
- **Benefits and Guidelines of this Service:**
 - Two (2) Appointments for a total of 4 hours of face-to-face appointment time:
 - One (1) 2-hour Selection Appointment
 - One (1) 2-hour Final Appointment
 - No Custom Changes Allowed.**
 - Purchase Agreement Terms and Base Pricing will be Protected for up to 21 calendar days from your approval date.
- ANY additional time required to complete the selections process will be billed at \$125 per hour.



Updated: October 10, 2024

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Enhanced Service Level: \$1,750

- If **ANY** of the following apply:
 - You agree to complete the structural/selections process within **32** calendar days of your approval date.
 - Your final appointment will take place within **18** days of your first appointment.
 - Budget is \$500,000 – \$675,000.
 - Budget of less than \$500,000, but desires additional time and service.
 - Interested in minor non-structural custom changes.
 - Will need time to discuss design choices before finalizing selections.
- **Benefits and Guidelines of this Service:**
 - Three (3) Appointments for a total of 6 hours of face-to-face appointment time:
 - One (1) 2-hour Structural Appointment
 - One (1) 2-hour Selection Appointment
 - One (1) 2-hour Final Appointment
 - The Team will design and provide sketches of approved options.
 - Purchase Agreement Terms and Base Pricing will be Protected for up to 32 calendar days from your approval date.
- **ANY additional time required to complete the selections process will be billed at \$125 per hour.**

Deluxe Service Level: \$2,750

- If **ANY** of the following apply:
 - You agree to complete the structural/selections process within **39** calendar days of your approval date.
 - Your final appointment must take place within **25** days of your first appointment.
 - Budget is \$675,000 – \$825,000.
 - Budget of less than \$675,000, but desires additional time and service.
 - Interested in structural custom changes.
 - Interested in modifying their kitchen (outside of standard options).
 - Will need time to discuss pricing and structural changes before making final design choices.
- **Benefits and Guidelines of this Service:**
 - Four (4) Appointments for a total of 8 hours of face-to-face appointment time:
 - One (1) 2-hour Structural Appointment
 - Two (2) 2-hour Selection Appointments
 - One (1) 2-hour Final Appointment
 - The Team will design and provide sketches of approved options.
 - Purchase Agreement Terms and Base Pricing will be Protected for up to 39 calendar days from your approval date.
- **ANY additional time required to complete the selections process will be billed at \$125 per hour.**



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Premium Service Level: \$4,250

- If **ANY** of the following apply:
 - You agree to complete the structural/selections process within **46** calendar days of your approval date.
 - Your final appointment must take place within **32** days of your first appointment.
 - Budget is \$825,000 or higher.
 - Budget of less than \$825,000, but desires additional time and service.
 - Interested in structural custom changes.
 - Interested in modifying their kitchen (outside of standard options).
 - Will need time to discuss pricing and structural changes before making final design choices.
- **Benefits and Guidelines of this Service:**
 - Six (6) Appointments for a total of 14 hours of face-to-face appointment time:
 - One (1) 3-hour Structural Appointment
 - Two (2) 3-hour Selection Appointments (Will occur in one full day, with a lunch break)
 - One (1) 2-hour Additional Selections Appointment
 - One (1) 1-hour Pricing and Questions Review Appointment (Will occur virtually)
 - One (1) 2-hour Final Appointment
 - The Team will design and provide sketches of approved options.
 - Purchase Agreement Terms and Base Pricing will be Protected for up to 46 calendar days from your approval date.
- **ANY** additional time required to complete the selections process will be billed at \$125 per hour.

Fees & Cancellation Policy

- For each canceled Appointment, you will be subject to a \$325 Cancellation Fee.
- **ANY** additional time required to complete the selections process will be billed at \$125 per hour.
- If Eastbrook Homes, due to unforeseen circumstances, has to cancel your appointment, you will **not** be charged the cancellation fee.
- Reminder, if your home is not complete within the time specified in the Service Level you have selected, your contract and pricing will be reviewed and is subject to change.

Additional Scheduling Information

- Do you have any upcoming vacations planned that will limit your availability to schedule your appointments?
 - No
 - Yes
 - Dates: _____
- Do you have any upcoming personal circumstances (ex. Doctors appointments, life events, etc.) that will limit your availability to schedule your appointments?
 - No
 - Yes
 - Dates: _____

Date: # _____

Buyer 1 Signature

Date: _____

Buyer 2 Signature



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