



Customer Care

Seal Harbor Development
1 Nagog Park
Acton, MA 01720

Customer Care Process

Our Goal's

First we want to **thank you** for choosing Seal Harbor Development to construct your new home! With expert, personalized service throughout the home building process, you can count on us to take care of you every step of the way. Our customer care policy is designed to provide you with a guide for meetings, deadlines and visitations to the site as your new home is constructed. All meetings with the exception of meetings marked "site meetings" will be held at our design center in Acton, Massachusetts.

The Design Center houses the entire sample of materials for which you will choose your kitchen, lighting, flooring, custom moldings and other enhancements for your new home. For future decisions, you may come back for multiple appointments as needed by making an appointment with your broker. You will only meet with the Builder as detailed below.

Starting construction of your home is exciting for you and the development team! Our goal is to make this fun and remove the stress from constructing your home. Unfortunately there will be choices and decisions that you will have to make in a timely manner to help us maintain your construction schedule and insure we capture all of the customization you request for your new home's construction. Please follow along and use this Customer Care Policy as a guide as you make your decisions and choose the options for your home.

All of your decisions are collected in our change orders and confirmed as work orders for your home. Work orders are attached to your kitchen window once the windows are installed in your home. The construction team and managers use this document as a recipe to build your home. All changes are recorded onto our system. Verbal changes cannot be implemented and verbal direction by any party is not going to be included in our system and therefore, not implemented in the field. Please ensure all communications are in writing and signed by both parties.

Our Process

Preconstruction / Design Center Meeting

We will be setting appointments with each buyer to meet at our Design Center located at 1 Nagog Park, Acton after the purchase and sales agreement is signed, deposit tendered and your pre-approval is in hand. This meeting is required prior to the start of construction for all Customers.

At this meeting you will be guided through the entire building process, starting with an introduction to the Builder, to answer any questions regarding the construction timetable.

At this meeting you will explore changes you wish to make to your floor plan and choose the initial “structural” options you want to be put into your new home from the options sheet provided to you in the contract. Please review the options sheet and write down options you would like to select for your home for this meeting. The Builder will lead you through the options starting with structural changes up to choosing your kitchen and electrical options which occur at our second meeting.

During the meeting, your first change order will be created outlining the changes you have requested and options you have chosen. Your payment on the choices is due and payable within 5 business days of the change order being created and signed. This will allow the construction team the opportunity to include all of the structural changes in your plans and proceed with ordering the materials necessary to support the construction of your home. Until the payment is received and the change order is signed we cannot advance your home into final design and construction. Any additional delay after the 5 days described above will be added onto your contract for completion of the home.

Kitchen Design and Lighting Options

After the frame has started on the house, you will be invited back to the Design Center to review and discuss your kitchen design and lighting options. During this visit the Builder will provide you with two kitchen designs for you to choose from.

- ◆ The first is the basic design included in the price of your home. This is a base line which is provided to you for consideration.
- ◆ The second design is a more luxurious kitchen taking advantage of the ceiling heights, displaying larger islands and optional cabinets to enhance your kitchen design and function.

Both plans are included in your contract. Any further designs are provided on a time and materials basis.

At the same meeting the Builder will review with you your standard electrical lighting, switching and outlets throughout the home. You will be allowed to review and choose electrical options for the home to customize your lighting. Please review the options sheet and write down options you would like to select for your home for this meeting.

During the meeting, your second change order will be created outlining the changes you have requested and options you have chosen. Your payment on the choices is due and payable within 5 business days of the change order being created and signed. This will allow the construction team the opportunity to include all of the options and changes in your plans and proceed with ordering the materials necessary to support the construction of your home. Until the payment is received and the change order is signed we cannot advance your home into final design and construction. Any additional delay after the 5 days described above will be added onto your contract for completion of the home.

Frame Walk through - Field Meeting

Prior to drywall installation, you will have a guided tour at your home, allowing you to inspect the inner workings of your home, view its quality components, verify optional features you have selected have been installed, and ask questions about the construction and implementation of your options.

This meeting will take place during the work week Monday through Friday from 8:00 a.m. until 4:30 p.m. in order to allow the Managers on site and the contractors the ability to join the meeting. The purpose of this meeting is to ensure no additional changes are required before the walls are placed internally and all options you have paid to be installed have been installed. The meeting time is limited to 1 hour in the field.

Quality Assurance Inspection - Field Meeting

Before your final walk-through, Seal Harbor's Sales Team conduct a quality control check to ensure everything is in proper working order and up to quality standards. Any repairs or touch-ups that are identified are performed and the home is thoroughly cleaned in preparation for your pre-closing orientation. This is an opportunity to ensure all of your options are in place and the finishes you have chosen are correct prior to closing.

Pre-Closing Orientation

When your home is finished, a Seal Harbor Sales Team Member will take you on a room by room tour to demonstrate the quality features and operating procedures for all aspects of your home, as well as explain our service procedures.

Site visits

Please note that this is a very active construction site where hard hats are expected to be worn. No one is permitted to enter the site under any circumstances unaccompanied. All site visits are accompanied by the brokers for insurance purposes. Site visits are limited to the above set schedule to keep the construction schedule running on time.

Limited Warranty

We are very confident in our building methodologies, so confident in fact that we back our homes with an unprecedented warranty. Information can be found on the website for your specific development project.

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