

## **DRAWING – ORDER – AND DELIVERY PROCEDURE (CD11)**

### **Hallmark Homes, Inc.**

**Before an order can be processed**, an organized procedure **MUST** be followed. Generally, this procedure will be as follows:

1. Initial inquiry and consultation. (up to four (4) hours at no charge) **Thereafter a Deposit is required.**
2. Review of rough plans, specifications and your on site work scope.
3. Preparation of a cost estimate for the Modular. This estimate should be **within 5% of final price.**
4. Signed customer approval of preliminary plans and costing. A deposit is required before plans are drawn and said deposit will allow for up to 2 revisions at no charge. Additional revisions will forfeit the deposit and may require additional engineering fees.
5. Customer request for PRELIMINARY (bank set) drawings – usually floor plan and elevations. These “preliminary drawings” are not full sets for Building Permit application but serve as your opportunity to make final changes. **Processing may take about 30 days. Your initial requests must be as complete as possible as each change submittal may take another 30 days.**
6. Customer **Minimum Deposit of \$1,500.00 (\$750.00 per box)** for these preliminary “approval drawings” prepared by engineering. Customer **MUST** complete all of the required information on form **CD07 (Green Block)** to avoid delays in processing the drawings, see form **K06**. **Custom plans may require more than a \$1,500.00 deposit but any engineering credit/refund is limited to \$1,500.00 (see Para. 4 above and reference below)**
7. While these drawings are being prepared the customer should:
  - a. Select colors,
  - b. Prepare a detailed map to the building site, a **computer map printout is NOT acceptable**,
  - c. **Finalize CD05 or CD05A “Assignment of Funds” (C.O.D. payment) letter assuring C.O.D. wire transfer payment** for house upon delivery to your site or area of designation, **(WE STRONGLY URGE YOU TO USE OUR FINANCING)**,
  - d. Secure any additional items, documents necessary to start the project,
8. Upon completion of the **Preliminary Drawings**, they will be submitted for the customer’s approval an signature, as follows:
  - a. Cost estimates will subsequently be confirmed for customer’s signature,
  - b. Plans will be reviewed. Any changes will be marked and the plans signed and dated by the customer. These are the final changes processed at no charge. **Any subsequent changes will require a \$350.00 minimum change order fee and may cause delays.**
  - c. **NOTE: Final APPROVAL or stamped drawings are necessary for your building permit and for production scheduling purposes. Allow at least 3 weeks for these “Approved” sets to be returned to you after your preliminary sign off. SOME States, like Ohio, NY, MA, etc., take in excess of 6 weeks to process drawing approvals. An additional \$2,500.00 deposit will be required at this time OR you may deposit your house.**

**During the above activity, THE ORDER CANNOT BE SCHEDULED INTO PRODUCTION.** These activities represent the preliminaries. Some reasonable projections can be made, but final scheduling cannot be confirmed until the order is released into production. Manufacturing times, **USUALLY A MINIMUM OF 60 days after ALL documents are FINALIZED (NOT a single additional change), signed and submitted for processing,** CAN VARY depending on factors such as number of orders recently placed into production, time of season the order is placed and specialty items which may require a longer lead time. **Some States** require **State approval** of plans in addition to the **third party** or **professional engineer’s** approval. This adds time. Approvals are necessary to obtain your building permit. Drawing deposits may be refunded after full payment is made (see **K06**). Highly customized plans will require a minimum **\$3,000.00 Minimum Drawing Deposit and a minimum 25% production deposit.**

**THE FINAL COST QUOTED WILL REMAIN FIRM FOR A FULL DEPOSIT, FOR A PERIOD OF THIRTY (30) DAYS. WITHIN THE THIRTY DAYS, THE CUSTOMER MUST DO THE FOLLOWING:**

1. **Submit the full (as applicable) % Minimum House Deposit.**
2. Submit complete/signed drawings and all selections \*\*
3. Submit completed contract documents\*\*
4. Advise desired delivery date.
5. Submit a detailed delivery map (not a computer map print out). Your site **MUST** be accessible to our over road trucks to make curbside delivery. If you have a difficult site or local road access is limited, you may need a staging area and additional equipment to finalize delivery.
6. **Submit the bank confirmation letter (item 7d, above) NOTE: If you have not yet closed on your mortgage, the Bank may still sign this document as it is “subject to closing”.**
7. Apply for permits and initiate site work.

It is the **BUYERS’** sole responsibility to review these documents to assure all items are included and correct. **The Manufacturer/Supplier does not make assumptions, and is not responsible for items verbally discussed,** but not incorporated into the written order documents. **Also,** actual release for fabrication may be delayed pending receipt of all required documents and information.

**\*\*WHEN IS AN ORDER “AN ORDER” ? THE NORMAL QUOTED DELIVERY TIME OF ABOUT 60\* DAYS FOR STANDARD PRODUCT PRODUCTION SCHEDULING BEGINS ONLY WHEN: (\*time may vary depending on season)**

- 1) All applicable Order Documents are signed,
- 2) Fully executed Assignment Letter (CD05 or CD05A) has been received,
- 3) All applicable Deposits are cleared,
- 4) All Technical & Color information received (CD07),
- 5) Map/Delivery Information is received (CD04),
- 6) Final signed “Release for Production” Drawings received.

**VERY IMPORTANT: AFTER THIS POINT you may not make a SINGLE change without affecting your cost and delivery time. >>>ANY FURTHER<<<changes will cause your order and all processing documents to be pulled from production, purchasing etc. and revert back to engineering, require subsequent sign off and perhaps re-certification of your plans. You will easily lose 30 days in this process EACH time you do this. It is your right to make as many changes as you want to get your home the way you want it, BUT you must understand the consequences of Time & Cost.**

- 7) Requested Delivery date received (see above for minimum lead time).

**VERY IMPORTANT: BOXES EXCEEDING THE 13’-9” DEPTH scheduled for delivery into certain areas, especially New England, are subject to stringent permitting requirements and we are unable to project delivery until permits are in hand. We can tell you when they are scheduled for completion at the plant but physical delivery can take in excess of one week. You must be flexible with your on site (crane & set) scheduling to accommodate this uncertainty. We recommend you allow about 2 weeks between scheduled delivery dates and set dates.**

**Also, due to height restrictions into NE and other areas, flips may have to be delivered for on site installation...discuss this with your set crew as additional fees may result.**

**ALSO, we remind you again that delivery by our trucks can only be made curbside to your ACCESSIBLE site. We make every attempt to accommodate you by dropping the boxes “on your site and close to the foundation” but this is NOT a guarantee. You may need additional equipment to locate the boxes on your site, a staging/hold site to receive the boxes on day of delivery or a combination of these. On rare occasions, we may not be able to negotiate local roads, private roads or narrow paths and sharp corners immediately near your site, with our large over road vehicles. It is your responsibility to notify us of such conditions and to make the proper arrangements for us to deliver to your staging area and then move the boxes to your site, usually day of set. Contact us if you have any concerns or questions. This final delivery of the boxes is NOT part of our cost or responsibility.**

**THESE ARE THE MINIMUM REQUIREMENTS THAT MUST BE MET BEFORE ANY ORDER IS RELEASED INTO PRODUCTION SCHEDULING. ACTUAL SCHEDULING INFORMATION CANNOT BE PROVIDED UNTIL ALL OF THE ABOVE REQUIREMENTS ARE MET AND THE ORDER IS SUBMITTED INTO PRODUCTION. Once an order is submitted, NO changes can be made without incurring additional costs and time delays.**

**POLICY REGARDING CLAIMS FOR DAMAGE OR MISSING PARTS:**

Great care is taken to deliver a product clean (Road Dirt Excepted) and reasonably free of damage or major missing parts. Once the boxes leave the roadway, we cannot be responsible for site conditions and their possible affect on the boxes during off road transportation and set.

A “ship loose” list is included and lists all the material shipped in the boxes. Accordingly, it is the buyer’s responsibility to review this list and notify the Supplier in writing, within five days, (48 hours for obvious damage or missing parts) of any major missing items or warrantee claims. See (CD08, CD14, and CD15) for full details. **Photo confirmation is required for claims exceeding \$300.00.**

It is our policy to allow for adequate consultation time to allow you to make a decision and commitment. We find that four hours are enough to present you with the pertinent facts and for you to make a decision. Any time beyond four hours, or a request for **Custom Drawings** would require a **Minimum \$3,000.00 deposit**. Consultation or design time beyond the four- (4) hours will be invoiced at \$120.00/hour.