

NOW THAT YOU HAVE ORDERED A PARK MODEL, WHAT IS THE PROCESS?

1. SIGN UP FOR A BUILDING SLOT WITH A \$2,000 REFUNDABLE DEPOSIT WHICH IS APPLIED TO THE COST OF THE CABIN.
2. WORK YOUR DESIGN WITH OUR SALES STAFF
 - a. THE SALES STAFF IS WORKING WITH APPROX 20 CUSTOMERS AT ALL TIMES.
 - b. WHEN YOU ARE UNDECIDED ABOUT AN OPTION, WE "TURN IT RED" IN THE SPREADSHEET. THIS HELPS US FOCUS ON WHAT WE HAVE TO DO TOGETHER TO "GET THE RED OUT."
 - c. WE WILL DESIGN THE FLOOR PLAN UP TO 3 TIMES. AFTER THAT YOU WILL INCUR DESIGN CHARGES.
 - d. ONCE YOU GET THE RED OUT AND DECIDE ON WHAT YOU WANT, WE WILL ASK YOU TO SIGN OFF ON THE DESIGN.
 - e. WE'LL ALSO REVIEW THE DOCUMENT "WHO DOES WHAT" (BELOW) AND ASK THAT YOU SIGN OFF ON THAT.
 - f. LAST, WE'LL ASK YOU TO REVIEW THE LEGAL USE OF THE PARK MODEL AND SIGN OFF ON THAT.
3. AFTER THIS POINT, CHANGES WILL INCUR A CHANGE ORDER FEE OF \$75 + COST OF THE CHANGE.
4. DO YOU OR YOUR DEALER THINK THE DELIVERY IS CHALLENGING ENOUGH TO REQUIRE A SITE VISIT? TALK THIS THROUGH WITH YOUR SALES PERSON.
5. ABOUT 10 DAYS PRIOR TO THE START OF YOUR CABIN, WE WILL ASK YOU FOR A PAYMENT EQUAL TO 50% OF THE REMAINING BALANCE.
6. THEN WE BUILD YOUR CABIN. YOU CAN SEE THE CABINS ON OUR CAMERAS BY LOGGING INTO THE CABIN CAMS - ASK YOUR SALES PERSON TO SHOW YOU HOW.
7. AFTER THE CABIN IS DONE, WE'LL ASK YOU TO INSPECT IT AND ONCE APPROVED, WE ASK FOR ALL OF THE REMAINING BALANCE.
8. WHEN THE CABIN IS PAID, AS PART OF THE "CLOSING" WE GIVE YOU THE OWNERS PACKAGE WHICH INCLUDES A LOT OF INFORMATION, WARRANTIES, FOR EXAMPLE.
9. SHIPPING:
 - a. THE CABIN IS ELIGIBLE FOR DELIVERY WHEN IT'S PAID FOR.
 - b. DELIVERY IS A MOVING TARGET BETWEEN US, THE TRUCKING COMPANY, AND YOU. WE JUST WORK TOGETHER TO MAKE THE DATE WORK OUT.
 - c. MOST FOLKS ARE ON SITE WHEN THE CABIN IS DELIVERED BUT IF YOU AREN'T THERE OR IF YOU AREN'T REPRESENTED BY YOUR DEALER, THEN WE ASK THAT YOU "MARK" THE FRONT OF THE CABIN WITH FLAGS SO WE KNOW WHERE TO SITE IT.
10. WARRANTY - THIS IS A HUMAN SYSTEM AND MISTAKES HAPPEN. IF SOMETHING IS NOT WORKING RIGHT, PLS CALL US AND GIVE US AS MANY DETAILS AS POSSIBLE. WE'LL SCHEDULE THE WARRANTY WORK AS SOON AS HUMANLY POSSIBLE.
11. REFERRALS - WE LIKE TO PAY FOR REFERRALS. TYPICALLY WE PAY 1% OF THE COST OF THE NEW CUSTOMER'S CABIN AS A REFERRAL FEE.