



# Did you know your home is smart?

## HARVEST CUSTOMER JOURNEY

### STEP 1: CUSTOMIZING YOUR SMART HOME

When building your new home from scratch, you'll have the exciting opportunity to customize your smart home! Here's how it works:

**VISIT OUR SHOWROOM:** Your journey begins with a visit to our showroom. Your builder will give us your contact info – we'll reach out to get you on the schedule. During this appointment, you'll get to know your new smart home and explore the customization possibilities. We'll help you tailor your smart home to meet your specific needs. You can even add extra features like security, entertainment, networking, and healthy living options. If you're closing on an inventory home, no worries – your smart home system can still be expanded. Feel free to work with HomePro to enhance your system.

### STEP 2: SCHEDULE YOUR APPOINTMENT

As you approach your closing date, HomePro will be in touch about a month before you close to ensure your smart home experience goes smoothly. If you already have your closing date, feel free to reach out to us to schedule this appointment. **Internet is required for setup**, so please make sure your scheduled install date is AFTER your internet is up and running.

### STEP 3: POST-CLOSE WHITE GLOVE SETUP

After your home closing, we'll schedule a few hours to come over and set up your smart home system. During this time, we'll assist you in downloading the right apps to control your smart home, configure your devices, and provide training on how to use the system. We want to make sure you're comfortable and confident with your new technology, so please make sure your household tech guru is on site for this appointment.

### STEP 4: FOLLOW-UP CHECK-IN

During your White Glove Setup appointment, we'll schedule another time a week or two later to ensure that everything is working flawlessly.

**CHECK-IN VISIT:** We'll drop by one more time to ensure that your smart home is operating perfectly. If any questions pop up or if there are any adjustments you'd like to make, we can take care of those items during this visit. Your satisfaction is our priority.

### STEP 5: ONGOING SUPPORT

We're here for you even after your initial setup:

**DEDICATED SERVICE TECHNICIAN:** Your community is equipped with a dedicated service technician. During the first year after closing, if you have any questions or encounter any issues, we'll promptly assist you. After the first year, a small service fee may apply, but we'll always be here to support you.

### THAT'S THE HOMEPRO PROCESS IN A NUTSHELL!

We're committed to making your smart home as smooth and enjoyable as possible. Your comfort and satisfaction are our top priorities, and we're here to assist you at every step along the way. Enjoy your new, technologically advanced home!

**HOMEPROTECH.COM | 972.245.5777**

Hit 2 to schedule your appointment, then hit 1 for dedicated Hillwood support.

If you reach us after hours, or we are unavailable, please leave a VM. We'll get back to you within 24 hours.

