



The Design Process

Step One - Discovery Call.

After submitting an inquiry via the website, we will schedule a no-charge 15-20 minute discovery call to briefly discuss your project. We will answer any questions you may have, as well as ask you questions. During this time, we will determine if we are a good fit to work together, and can schedule a paid, in-person initial consult.

Step Two - Initial Consult.

This is a meeting, on site if possible, to discuss the scope of work, goals, and budget. We'll ask questions about your personal taste and lifestyle, and how you intend to use the space. All decision makers should be present at this meeting.

During the Consult we will cover:

- The scope of your project. This will include discussing all rooms involved, how you intend to use the rooms, and your ideas and goals for each space.
- Your taste, preferences, dislikes, style, and lifestyle. Having inspiration photos available is helpful, and we can create a private pinterest board for you to be able to easily share them with us.
- Budget. It is best to look at your finances and set an overall budget before beginning a project. If you are unsure of where to begin, we will work with you to determine a realistic budget. Design fees are considered separate from the project budget.
- Design Process and Letter of Agreement. We will review the design process in detail, answer any questions, and go over a letter of agreement.

Step Three – Fee Proposal/Scope of Work.

Shortly after the Initial Consult you will receive a Fee Proposal with Scope of Work explanation. This document will detail the fee amount, what is included in the fee, if/when new fees are assessed, and when fee payments are due.

Step Four - Letter of Agreement (LOA) Signed, Deposit Paid, Commencement of Project.

After you have accepted the Fee Proposal, you will be sent a Letter of Agreement (LOA). The LOA will contain the hourly rate or flat fee for the project, retainer/deposit payment amount, policies and procedures, and designer and client responsibilities. Along with signing the LOA, you will be required to pay the deposit/retainer fee listed in the LOA before work will commence. If there are 2 decision making adults in the household, both are required to sign the LOA. Once the signed letter and deposit have been received, we will move forward to the next step.

Step Five - Site Measure/Trade Day.

After signing the LOA and paying the deposit, we will schedule a time for us to site measure, if necessary. Sometimes we will do this during the initial consult, but often a separate appointment will be required. If trades that we are coordinating are involved, such as a seamstress or painter, they may also be present to measure/give quotes.

Step Six - Floor Plan and Design Scheme.

- Construction/Renovation Projects – We will carefully review all architectural drawings and may offer suggestions for minor modifications. If an architect is not involved and construction drawings are needed, we will work with our contracted draftsman to create the necessary drawings. We also begin creating a cohesive picture of the overall aesthetics of the home and what the finishes will be. We gather samples and pull together digital and/or physical design boards to give an overall vision. We are developing the foundation of the project, and it will be honed and added to over time as needed according to your feedback and preferences.
- Interior Design Projects – We will develop a scale floor plan for the layout of furniture. We will source fabrics, furniture, and fixtures and create a design proposal of carefully edited selections that we feel represent the best choices for the space.
- Time expectations – Creating design schemes and gathering quotes is a time-consuming process and will often require 3-6 weeks, depending on the scope of your project.

Step Seven – Presentation, Revision(s).

After the design scheme is completed, we will have a presentation meeting. All decision makers should be present at this meeting. We will go through the design in detail and you will be presented with fabrics, samples, and photos for the elements of the design. For some elements you may be presented with more than one option. You will also be given a proposal outlining the expected cost of each item. You will provide feedback during this meeting, and we will narrow down our options. You will have a week to consider the plan and determine what, if anything, needs to be modified. If possible, providing feedback sooner than the week maximum is preferred. Timely approval of a final design plan is crucial for maintaining accurate pricing and ensuring the availability of design elements. We will have any necessary meetings after the initial presentation to further hone the plan until it meets your approval.

Step Eight – Final Approval of Design Plan, Payment in Full of Proposal.

You will be emailed a digital copy of the proposal, complete with pricing, for your final approval. Details of all items proposed, along with photos, are included in the document. Payment in full of Proposal signifies final approval.

Step Nine - Procurement.

After the proposal is paid in full, all orders will be placed. All items, except for fabrics and small accessories, are required to be shipped to our receiver. Many manufacturers require shipping to a receiver due to shipping via freight trucks, but even if they do not, we will not ship items directly to a client's home for liability reasons (see "Terms and Conditions" document for further information on receiver and delivery services). As we wait for all items to arrive at the receiver (or to be made, in the case of window treatments and custom pillows), we may be doing things like scheduling a painter, replacing flooring, or having custom millwork installed. Typical lead time for custom furniture and window treatments is between 6 and 12 weeks.

Step Ten – Client Update with ETA.

Approximately 6 weeks after payment of proposal, you will be emailed with an update on project status. If any issues arise prior to the 6 week mark that necessitate a change in our product selections, such as out of stock or backorders, you will be notified immediately.

Step Eleven – Phase 1 Install.

Painting, hardwired lighting, wallpaper and flooring will be installed prior to furniture, when possible.

Step Twelve – Phase 2 Install and Styling.

After all items have arrived at the receiver, we will schedule an installation day. This is when everything is delivered to the home and set-up. It is preferable that the clients are *not* present during the install. It is a hectic day with many people involved, and we have found it is less stressful for the client to not be present during the install/set-up period. We are present the entire time to direct placement and manage the process. If time allows, we may also do final styling of the space, which means bringing in accessories and finishing touches that complete the design. If it is a very large project, a separate appointment may be required for final styling. Often, some of the final styling items are things that have not been discussed/approved previously. You have the choice to purchase the items, or to decline them.

Step Thirteen – Client Reveal.

This is when it all comes to life! You come home to find your space transformed per our design plan and enjoy some celebratory champagne!

Step Fourteen – Identification and Resolution of Deficiencies.

After the reveal, there may still be some loose ends that need to be addressed. Perhaps the painter missed a spot, or there is an item that didn't make it to us in time. We will make a list of any outstanding issues and assign a timeline for when they will be resolved. Although we strive to meet or exceed all expectations on the first pass, we recognize this is not always possible and are proactive in addressing any deficiencies.

Step Fifteen – Delivery of Client Folder, Final Invoice and Thank You.

We will give you a client folder with all of your project specs (products purchased, paint colors used, etc). It will also include any pertinent care information for items such as upholstery. You will receive a final bill for any outstanding design fees, receiver and delivery charges, and for any styling accessories you chose to purchase. At this time, we request you give us feedback, be it positive or constructive criticism. Should you be so inclined, a positive google review is greatly appreciated!