



WELCOME PACKET



-Erica

CUSTOM CONSULTATION

Thank you so much for choosing and trusting White Hollow to help you with your home project.

The information provided in this document will help prepare you and set your expectations for the project.

As always, please ask me any questions you have.

I can't wait to get started on your project!

White Hollow
YARD & HOME

www.whitehollowyardandhome.com

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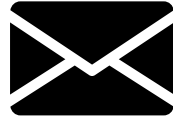
Frequently Asked Questions



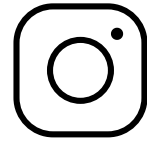
Communication



Phone:
(413) 896-4433



Email:
whitehollowyardandhome@gmail.com



Instagram DMs:
@whitehollowhome

Office hours:

My office hours are 9am to 2pm Monday, Wednesday, and Thursday for consults and meetings. However, I am often available outside of office hours when needed.

Meetings:

Expect to meet at least twice during our project for the initial consult, to review any material selections, and for install (if applicable).

Communication:

My preferred mode of communication is email. Feel free to email me at anytime and I will get back to you as soon as possible.

Urgent or quick issues:

The best way to reach me with urgent or quick issues or questions is via text message or a phone call. I will often text with quick updates (for example: to confirm a meeting or to update you that a contractor has wrapped up).

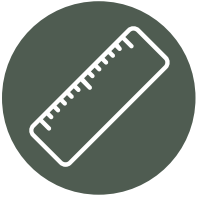
Expect from me:

- Regular updates and project progress emails
- Site visits as needed or requested by you or trades



Project Phases

Below is a typical outline of the phases of a full-service design project.



Phase 01 Initial Consult & Site Measure

Our first meeting will take approximately 90 minutes. During this time, we will discuss the scope of your project, floor plans, and budget. I will take measurements of the space for planning.



Phase 02 Concept Development & Budget Approval

Approximately 2 weeks after our initial consult, I will provide you with design options. I will also provide a project proposal including the design feed and budget range for your approval.



Phase 03 Design Development

Over the next few weeks, we will work together to select the final finishes for your project.



Phase 04 Procurement and/or Installation

After the design has been finalized, orders will be placed and installation will be scheduled (if applicable).

Payment Schedule

Below is an outline of payment terms and when invoices will be due.
We accept cash, check, and Venmo @whitehollow.

1

Initial Consult

The initial consult fee of \$300 (per room) secures your in-home consultation, site measurement, and concept development. Payment is due prior to our scheduled meeting.

2

Retainer

A retainer in the amount of 20% of the design budget* will be collected to protect the designer from loss of income if the project is cancelled. The retainer will be applied to the final project invoice. In the event the project is cancelled, a portion of the retainer may be returned depending on time spent on the project. The retainer is due prior to the design development phase.

3

Deposit

75% of the design budget* is due after design finalization, before orders are placed.

4

Final Invoice

Upon project completion, a final invoice will be provided for any remaining balance.

*Design budget includes design fees and any designer purchases materials. Contractor fees and materials (if applicable) are to be paid directly to the contractor(s) and therefore will not be included in the design retainer and deposit.

What to Expect

Redecorating can be stressful and I like to prepare my clients for what is to come.

Here are some things to prepare yourself for:

- **Turn around times:** The entire project starting from our initial consultation to project completion can take a few months and depends mostly on how long it takes us to finalize the design, lead times for products, and contractor availability (if applicable).
- **Install visits:** Depending on the scope, the project install may be completed in phases depending on delivery dates.
- **Product quality:** Depending on your budget, we may be sourcing mainly from retail suppliers. Minor cosmetic defects are common. I will address any noticeable defects with the supplier.
- **Deliveries:** Furniture and other large items will be delivered directly to you. Please inspect the items for damage or defects within 24 hours of delivery. We will hand deliver and set everything else up.
- **White glove deliveries:** Some items may come with “white glove” delivery, which is when the items are delivered and set-up in your room by a delivery company. White glove delivery will require you to be home to accept delivery, I will coordinate a date and time that is best for you. If any items arrive damaged or defective, simply request the delivery crew take the item back and I will work with them to secure a replacement.
- **Tailored to you:** One of the things that makes White Hollow unique is that I tailor my services to fit every client's preferences and budget. You can be as hands on as you want or if you prefer not to have to accept deliveries or would love to experience the HGTV style big reveal, we are happy to price that service for you.
- **Love your new space:** After all the hard work is done, we hope that your new space brings you functionality and comfort. If there is anything you are not happy with in the space, please let us know.

Frequently Asked Questions

Do you upcharge products?

We charge standard retail pricing for all items—so you'll pay exactly what you would if you purchased them yourself on any given day. Unfortunately, we cannot honor special sales from retail stores as ordering occurs as soon as possible to reduce risk of items being backordered or discontinued.

Will you pass on your trade pricing or discounts?

We do not pass on trade pricing or discounts, however we do price shop to make sure we are selling to you at the fairest price! The income we make from product sales is what covers our time for procurement, managing orders and deliveries, and dealing with any defects or damages.

What happens if I need to cancel?

Life happens! If you ever need or want to cancel or reschedule, please notify us by email. Cancellations of consultations made less than 24 hours in advance will be refunded minus a \$100 cancellation fee. There is no charge to reschedule. If a retainer and deposit have already been taken, a refund will be given minus any purchases and hours that have been completed.

What if I want to return something?

Items with significant defects or damage will be repaired or replaced by the supplier. In the case of buyers remorse, we defer to the supplier's return policy (any labor, shipping, and/or restocking expenses will be your responsibility). Furniture and made to order items such as cut-to-length drapes are not able to be returned unless there is a defect.

What will be included on my final invoice?

Your final invoice (if applicable) will be broken down by design fees, materials, shipping costs, and sales tax. We do not itemize products as we find that knowing the individual prices of items can affect your opinion of them and we want you to have the best experience possible!

For commercial clients, this invoice serves as your receipt for tax purposes.