



-Erica

WELCOME PACKET

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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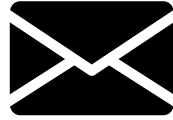
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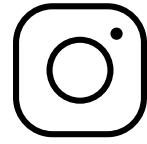
Communication



Phone:
(413) 896-4433



Email:
whitehollowyardandhome@gmail.com



Instagram DMs:
@whitehollowhome

Office hours:

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

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 product delivery timing).



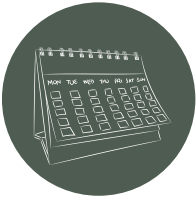
What to Expect

Below is a typical outline of the Design for a Day service



Discovery Call

Before booking your Design for a Day, we will have a 15-20 minute discovery call to discuss your project. This will help me prepare so that I can show up with a plan and any tools or samples I will need.



Booking

Design for a Days are typically scheduled during my office hours. Payment is due prior to our scheduled appointment.



Preparation

At least a week before our scheduled day, please send me photos of the space(s) and a link to a Pinterest board with inspiration photos.



Design Day

Expect our meeting to last four hours with a break in between. Lunch will be provided. During our time, we will do a walkthrough of the space. I will help you develop a plan for function and aesthetics. This may include and is not limited to: furniture layout, paint colors, and sourcing new items.



Purchasing

If you are purchasing new items for the space through me, I will send an invoice for a deposit. The deposit is due prior to orders being placed. I will discuss delivery arrangements with you.



Follow-up

After our meeting, I will send all of my design notes and any sketches. Additional blocks of time are available at an hourly rate as well as flat rate full-service design packages.

What to Expect (if you are purchasing new items)

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

Here are some things to prepare yourself for:

- **Product availability:** I find most non-custom products are delivered within 2-4 weeks of ordering. If you have any urgency (getting ready for visitors for example) or are going to be away, please let me know so I can time placing of orders accordingly. If anything is expected to take longer, I will alert you before placing the order.
- **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:** Items will be delivered directly to you. I will provide shipping updates as I receive them. Some shippers require a signature for delivery, I will inform you if this is the case.
- **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.

Frequently Asked Questions

Do you upcharge products?

I charge the typical retail price for all items. The price you pay for items will be the same as if you had bought them yourself.

Will you pass on your trade pricing or discounts?

I do not pass on my trade pricing or discounts, however I do price shop to make sure I am selling to you at the fairest price! The income I make from product sales is what covers my 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 me by email. Cancellations made less than 48 hours in advance will be refunded 50%. There is no charge to reschedule. If a deposit was taken for materials, a refund will be given minus any purchases that have already been made.

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, I defer to the supplier's return policy (any labor and shipping 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.

How will my final invoice look?

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