



# WELCOME PACKET



*-Erica*

## MINI 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 our consultation.

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](http://www.whitehollowyardandhome.com)

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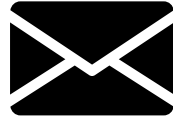
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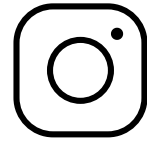
# Communication



**Phone:**  
(413) 896-4433



**Email:**  
whitehollowyardandhome  
@gmail.com



**Instagram DMs:**  
@whitehollowhome

## Office hours:

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

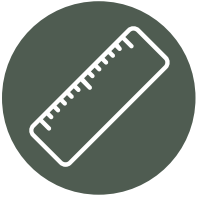
## Communication:

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.



# Project Phases

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



## **Phase 01** Virtual Consultation

Our meeting will take approximately 60 minutes. During this time, I will make suggestions related to your project.



## **Phase 02** Follow-up

Within a week (and often the same day), I will follow up with detailed notes from our meeting, any relevant instructions, and inspiration images and/or product suggestions (if applicable).



## **Phase 03** Execution

When you are ready, you will be able to execute your project. I am available to answer any clarifying questions. Additional support is available at an hourly rate.

# Payment Schedule

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

1

## Consultation Fee

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The initial consult fee of \$150 is due prior to our meeting to secure your appointment.

2

## Deposits

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If products are to be ordered, an invoice will be provided before orders are placed.

3

## Additional Work

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There are many times that after a mini consultation, clients decide to expand the scope of work into a project. In this case, you will receive a project proposal and a new fee schedule for that project. If applicable, your mini consultation fee will be deducted from the total project fee.

\*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:

- **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.
- **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.