



## **Interior Design Agreement FAQs & Policies**

**CAN I SHOP ON MY OWN?** You have hired me to design and complete a vision for your space and I ask that you do not select or purchase items because that selection may not be a fit for the design, space, or budget. You will receive a detailed specification for items to be purchased direct.

**HOW MUCH DOES IT COST TO DO ONE ROOM?** Pricing in the design industry varies widely depending on many things, including: specifications, quality, and branding. In general, we estimate that one room can cost between \$5,000-\$10,000.

**HOW LONG WILL IT TAKE TO DESIGN ONE ROOM?** In general, depending on the scope of the project, we estimate that one room can take 5-10 hours of design time.

**WHAT ADDITIONAL COSTS CAN I EXPECT?** We do our best to give you a full cost outlook of each item, but additional costs such as storage, shipping, installation, or unexpected labor does occasionally happen.

**DO YOU WORK WITH OTHER CONTRACTORS OR BUILDERS BESIDES CLARK DESIGN AND RENOVATION?** Absolutely. We love working with other design professionals to help create your custom space.

**HOW LONG DO PROJECTS NORMALLY LAST?** This depends on the scope of the project and what is purchased. Occasionally there are delays caused by weather, vendor vacations, factory errors, and other unpredictable influences that are out of our control. Designer as well as all professionals hired to work on the project are

expected to not cause unreasonable delays in the project. On average, our design projects take 12-15 weeks from consultation appointment to installation.

**HOW DO I PLACE AN ORDER?** Once you receive a proposal you have 3 days to either accept or decline the item. For acceptance, a signed copy of the proposal or approval on Studio Projects along with full payment is required to place an order. No item will be ordered by Designer until Designer receives signed proposal and full payment.

**CAN I CHANGE MY MIND AFTER AN ORDER IS PLACED?** Most often orders cannot be cancelled or refunded. In the event that a full refund can be attained, you may cancel the order and receive a refund for the cost of the item. You will be charged hourly for the time spent on cancelled orders.

**I RECEIVED MY ORDER AND DON'T LIKE IT. CAN I RETURN IT?** There are cases when we feel like we can resale an item purchased specifically for you, but you will still be required to pay a restocking fee of 50%.

**WHAT IF I DECIDE MID-PROJECT I WANT TO ADD MORE TO THE SCOPE?** Since we work hourly, increasing the scope is not a problem.

**WHAT IF I HAVE CONCERNS ABOUT AN ITEM?** Please bring this to our attention immediately and we will discuss your concerns and if necessary, find a more desirable solution. The decision about what is purchased and installed in your home is ultimately yours.

**WHAT ABOUT BUDGET?** We can work within your budget, whether you are looking for a completely custom masterpiece or more along the lines of Pottery Barn or a mix of the two. Having a budget is very important for the project running smoothly and for your expectations to be met.

**HOW ARE ITEMS DELIVERED?** Our preference is to perform one large installation of all your items. This includes all furniture and accessories purchased. It is our preference not to deliver items in multiple trips, however upon request, this can be a possibility for an extra installation and delivery fee. Clients are responsible for all shipping, storage, & delivery fees.