

How many options will I get to choose from?

This depends on your project scope. We will sometimes have alternate options for both materials and furnishings as we see fit when working on your plans. If upon presenting our ideas to you, you feel like you need more options or alternate options, we are happy to provide them to you.

What if I don't like my designs, or samples after seeing them in person?

During phase two of our process, there is room for edits and re-selections. We typically perform one round of re-selections where needed. We always want to make sure that you are confident in your furnishing/material selections and the investment you're making before proceeding with purchasing or procurement. We curate as many samples as possible to present to you, so you can feel confident in the choices you're making. If you don't like a sample after seeing it in person, we are happy to make a reselection. If for some reason you didn't like anything presented, there may be an additional hourly fee incurred if we have to do a complete overhaul/re-design.

How involved in the process do I need to be?

In the beginning of any project, there is a lot of communication that needs to take place so we have a full understanding of your lifestyle and what you want included in your designs. We will email you asking questions throughout your project when we need clarifications. We will need you to be available for virtual or in-person meetings as needed throughout the project, and we make sure to work with your schedule when scheduling these meetings. If you are partially DIYing your project then you will want to be more involved towards the end of design phases before implementation begins, so you have a strong understanding of how to proceed with design plans.

What programs do you use for your renderings and virtual walkthroughs?

We use Chief Architect software for our 3D renderings, construction drawings, and virtual walkthroughs. We use Wecora for collaborating on 2D selections boards, either for surface materials or furnishings and accessories. We use a google drive folder for delivering your final designs (if applicable).

Will we drive around to different stores to pick out furniture in person?

Typically we do not go store-to-store to shop for individual pieces. Shopping for furniture in person greatly reduces the number of pieces available to you, it takes much longer to travel between stores, and often the piece you want may not be on the showroom floor. To recreate the shopping experience at home, we try to gather as many photos, specifications, and product samples as possible to help you make an informed decision. All of this information is presented to you during phase two of our design process.

Other firms mark up merchandise, do you?

We typically work with a third-party fulfillment team (Side Door), that offers to-the-trade furnishings to both Designers and Consumers through our curated collections. We receive a commission on products when purchased through our shop, but we are not able to control the pricing on products through this platform, UNLESS you purchase direct from us. If we choose to purchase directly from to-the-trade vendors, there is not a standard markup in place. We make sure that our prices are never above the retail cost, that they are fair to you as our client, and that they fit the going retail rate found online. We also do our best to find our clients the best pricing available, even if that means we send our clients to purchase things from independent retailers to help them save money.

Will my project be unveiled to me as a big surprise like they do on HGTV?

If we are hired for implementation, then we ask our clients not to be home during our installation so that we can do a reveal upon your return home. However, most of our clients choose to implement our furnishing design plans themselves if they're looking to save on expenses.

What if I don't like a piece of furniture I bought through you?

Returns and exchanges are subject to each independent vendor. If we purchase through SideDoor, all sales are final. If an item arrives damaged, please let us or a SideDoor team member know, and SideDoor will either send a repair person to repair the damaged item or send a replacement. SideDoor looks after all damage claims and needs to know about the issue as soon as possible. We're here to arrange repair or replacement of the item as required if it is damaged in transit. Please see our Interior Design Service Agreement #15 for more information on this question.

How long will it take to receive my furnishings and complete my space?

This question is hard to answer because there are many variables, and truthfully since COVID, manufacturing delays are commonplace in our industry and price hikes. It's not surprising if pricing quotes change from one month to the next due to increases. That said, after the design process is completed and we've started on furniture procurement, it can take 12-20 weeks for made-to-order items. All items vary depending on if they are in stock, back-ordered, or have approximate dates to be restocked/shipped, and we will present this information to you during our meetings. If you have specific deadlines that impact your furnishings, we need to know this information before a design proposal is signed to ensure we can meet your expectations and goals. We pride ourselves on communication, and we will be in constant contact to update you on item status and install/delivery dates.

Can I shop your designs & furnishing selections on my own?

If we have agreed for you to DIY the implementation phase during the design proposal process, then yes! After designs have been selected and finalized, we will hand off everything to you to implement. How you choose to implement from there is entirely up to you! If, however, there are items out of stock or back-ordered, we will not be liable for any reselections or changes to your furnishings selection after you have accepted our designs as finalized. If we are managing procurement, then we ask you to order items through us, unless otherwise agreed upon.