

VIVA VERDE
DESIGNS

Welcome

Thank you so much for choosing to work with Viva Verde Designs. I am seriously passionate for Interior Design and creating Green Spaces. I'm glad you chose a Mission-Driven Interior Design Business for your Interior Design needs.

I can't wait to create a beautiful home for you where you can cook delicious meals, work from home, and snuggle up for a Netflix binge. I'm excited for you to create memories for you and your loved ones to share.

I'm honored to be a part of your journey.

Warmly,

Lynnelle Mulder



The Process

1.

CONSULTATION

WEEK 1.

Our team will meet at the location and complete a full assessment of the space. During this assessment we take measurements, capture photos, and note inventory of items already owned.

2.

PACKAGE AND CONTRACT

WEEK 1.

Once the consult is complete, our team will discuss the best package for you determined on the amount of hours it will take to complete the project. A contract is then signed by the client to begin to process.

3.

DESIGN PROCESS

WEEKS 4-6

Our team then begins building a complete design presentation for your home. This part includes sourcing all of items for the space, creating a floor plan and building a proposal.

4.

PRESENTATION

WEEK 6

We invite our clients to come in for The Design Presentation. This is when we share the items we selected for each space with the corresponding samples and furniture plan. Each item is reviewed on the proposal and feedback is received.

5.

REVISIONS, INVOICE & ORDERING

WEEK 7

Our team makes the appropriate revisions based on our clients feedback. Once all the final selections are agreed upon, an invoice is paid and the products and furniture is ordered.

6.

PROJECT MANAGEMENT

6 WEEKS +

We oversee billing, shipping, receiving, inspection, and warehousing of all items.

7.

INSTALLATION

Final Week

The best day for the client! Our dream team comes and installs all of your items. We style and accessorize the space to completion.

Expectations

GENERAL RULES OF THUMB:

1.

Murphy's Law of Design

If something can go wrong, it will.
Teamwork and communication usually gets things back on track.

3.

Communication

Should we all need an emergency decision and the client is not available, the design team will make an informed decision based on the available information.

2.

Perfection (Or Lack Of)

Nothing is perfect; human hands make things. It is the designer's job to define the industry tolerance level based on experience.

4.

Deposits Required

Purchased product will be ordered only with a paid invoice.

ORDERS AND PROCESSING:

5.

Lead time

-Add four weeks to the factory's estimate. It will ALWAYS take longer than they tell us.

6.

Custom Orders

Once we commit to an item and order it, we own it, and it cannot be returned. A custom piece also require time to produce.

7.

Restocking Charges and Cancellations

Sometimes a factory will allow merchandise to be returned with a restocking fee. This fee ranges from 10% to 60% plus the freight to return this item. Sometimes a factory will allow cancellations if the items have not been shipped. Often there is a cancellation fee. The client will be responsible for paying these fees.

8.

Back Orders

Factories make a certain number of items on a schedule. An item may be out of stock and on back order. Generally, the factory will give us an expected ship date. There is no guarantee that the date will be accurate.

9.

Updates

We will keep you updated on the progress of orders and projects and share the information that the factories give us. This information may not always be accurate, and it may not always be what you, the client, wish to hear. We will strive for honesty.

10.

Deadlines

Parties do not make thing happen sooner! Christmas is not a deadline! We want projects finished as much as you do and will strive to make that happen as quickly as possible. The use of threats, cajoling, bribing will not rush the end of the product. However, it will make an enjoyable experience become stressful and unpleasant.

11.

Discontinued Items

There will be times when a selected item is no longer available. While it is a disappointment and an inconvenience, we will find acceptable replacements and solutions.

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Expectations cont.

FREIGHT AND DELIVERY:

12.

Freight Damage

Merchandise may be damaged in shipment and is usually refused and returned for a new item. Sometimes resolution may be in the form of discounts and/or local repairs. We will resolve this in a timely manner.

13.

Delivery Charges

Delivery is from our local warehouse to your job-site. This charge is based on the number of men needed, and location. If the items need to be warehoused long-term there will be an additional storage fee. Delivery is included in your package purchased initially.

14.

Installations

Our office will schedule installations and deliveries. We try to make deliveries as smooth as possible. Generally, the designer will be present at installation. Working as a team assures that any problems we have will be resolved.

FABRIC, TEXTILES, AND FURNITURE:

15.

Dye Lots

If an exact color is required, we will order a cutting of the current stock for approval. This step adds time to the order but may prevent a major disappointment. Current dye lots may not match a sample exactly and there is a 16% acceptable tolerance level in the fabric industry.

18.

Carpet

Carpet is a fabric and requires care. Stain protection does not mean that the carpet will not get dirty. It means that the carpet releases some stains easily. Seams, footprints and vacuum marks will show differently in each of them. We will discuss what to expect during carpet installation to relieve some stress.

16.

Colors and Samples

The colors of coordinating wallpaper and fabric seldom match. Due to the difference between fabric and paper, colors print differently.

19.

Wood

We always recommend coasters and placemats. Many of our vendors use an eco friendly clear coat, which is water based, contact with any water may result in a stain.

17.

Leather

There are many finishes on leather. We want you to understand the care and marring properties of your selection. The most expensive leathers are not treated and do show marks, oil from hands, etc. This leather takes more care as it develops its patina.

20.

Marble

Vinegar, citrus, and tomato will etch marble; don't let them sit on the stone. Avoid using acidic or abrasive cleaners. If spills are not cleaned up immediately, stains will occur.

Important Info

HOURS OF OPERATION

Our hours of operation are **Monday-Friday 9 AM -5 PM**. This means that I might not respond back to an email or text during non-business hours.

WHAT IS THE BEST WAY TO GET AHOLD OF YOU?

During my business hours you can text me, otherwise just send me an email and I will return it during the normal work week usually between 24 and 48 hours. However, if we have an appointment or installation on a weekend or weeknight, I will be near my phone.

You can reach me by email at lynnelle@vivaverdedesigns.com.
My direct line is **773.290.1301**. You may text during normal business hours.

HOW OFTEN DO WE GET BILLED?

You will get an invoice at the beginning and end of every project. Every time we commence a project, I will require 50% deposit and at the end of every project, I will require the other 50%.

There are 3 Phases of the Design Process which require payment at the beginning and end:

1. Consultation (\$400)
2. Design Process (\$2999+)
3. Project Management (\$1500 +)
4. Implementation or HGTV Experience (\$1500 +)

CAN I USE A CREDIT CARD?

You may use a credit card to pay for furniture without a fee, unless otherwise stated.

If you choose to purchase the design fee (s) with a credit card, I charge a 1.75% processing fee.

HOW WILL I GET CHARGED FOR THE FURNITURE?

I am able to purchase furniture at deep discounts at retailers that sell ONLY to the trade. I share my trade-only discounts with my clients 50-50. So if I get 50% off a chair that is originally \$1,000, then I take \$250 and you would get \$250 off. The total of the chair would be \$750 to my client. My clients like this process because it's easy, fair, and transparent.

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Thank You!

Thank you for beginning this journey with me. If you have any questions, don't hesitate to reach out. This form is accepted as an addendum to our Letter of Agreement.

Please sign below agreeing that you have read and understand the information above.

Signature _____

Date _____