



FAQS

WHAT YOU NEVER KNEW YOU WANTED TO ASK OR NOT....

Many questions arise during the design engagement. We have established a list of the most commonly asked or overlooked information to try to create the best possible client experience.

PAYMENTS

Orders are placed only after a 100% payment is made. That's because the majority of our vendors require full payment. If a special accommodation has been made we will only deliver after full payment has been received.

PRODUCT VARIANCES

There is a unknown rule in the design industry called the 10% rule. Sometimes we neglect to pass this info on to our clients but it is expected that most product can vary up to 10% in finish, construction and color from the original. This also includes product imperfections. A small nick or ding falls under the 10% rule. Most product is finished by hand or the substrate is from nature. It is impossible to match original samples based on natural product variances. It is up to the designer to determine industry tolerance for imperfections.

CUSTOM & WHOLESALE ORDERS

Yes, custom, is custom. That means it was made for you. We can not return custom orders. We are also not able to return items that we purchase "wholesale". Wholesale means we are buying direct from the manufacturer. Each manufacturer has their own return policy but the majority do not take back product. On rare occasions we can pay a restocking fee and freight back. This cost will be passed onto the client.

DELIVERY PAYMENT

We use a 3rd party receiver to inspect larger items, hold them until install day and deliver them to your house. This is like using a moving company and is called white glove delivery. The cost of the delivery depends on the number of items delivered to them from the manufacturer. Many times we do not know the piece count from the manufacturer. We recommend factoring for a total fee of 5-10% of your invoice to pay the delivery company directly.

DELIVERY GENERAL

We do recommend tipping the delivery team \$20 per person. Usually we have 3 delivery men on an install. We also request that your house is ready for delivery. All small items need to be removed from the room. Furniture that you do not want can be moved to another room for an additional fee if we are told in advance. Our delivery company can also donate these items for you for a tax write-off. They do charge to remove the furniture. We also kindly request that the client is not in the rooms we are delivering to on install day and do not approach the truck.

INSTALLATIONS

We strive for a one-day install when possible. This minimizes costs from the receiver and our services. Please note, Karen does not attend installations until the very end or will check on the install after the installation. The KBW team is highly skilled at installation and can manage any concerns that arise.





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PLUMBING & ELECTRICAL

We do not inspect lighting or plumbing parts. It is up to the electrician or plumber to look for product damage, and missing parts. We also do not provide electrical or plumbing subs unless requested at the beginning of the project.

LEAD TIME

A typical project can take up to 6 months for completion. The average lead time for furnishings is 12-16 weeks. We will keep our clients apprised of factory lead times which we receive once an order has been placed. If something has an excessively long lead time we will notify the client and discuss the options.

CFAS

A CFA is a cutting for approval. We often request CFA's to help ensure that there is less product variance. In the fabric industry there is a 16% tolerance for product variation so we try to mitigate this situation. A CFA is a great tool but it does slow down the process. We almost never waive the option for a CFA.

WARRANTIES

Warranties are available upon request for most items. It is up to the homeowner to request the warranty information. The gathering and collecting of this information is billable.

CARE & MAINTENANCE

We do not recommend specific products or care instructions for product based on liability. If requested, we have vendors that can help with the after market care of fabric and carpet sealing and cleaning.

MAKING DECISIONS

Making a decision can be hard. As your designer we are here to help you vet and decide. Sometimes a client will want to ask for outside opinions to help them. While this is comforting we recommend minimizing extra input. We work for you and only you. Indecisiveness also costs money as it may incur extra rounds of revisions that are not realized.

MURPHY'S LAW

From time to time things go wrong. With flexibility, a positive attitude and willingness to problem solve we are here for you.

