

THE HAYES + NASH

Design Process

WHAT TO EXPECT WHEN WORKING WITH US

A highly personal, full-service design
experience.

A thoughtful, organized process designed to guide your project from the first
conversation through the final details.

WELCOME

Personal by Design

We are thrilled to be working with you. At Hayes + Nash, personal attention is not an added service - it is how we work. We stay closely involved throughout the process, guiding the many decisions and details required to create a space that feels considered, collected and distinctly yours.

This guide outlines what to expect, how we communicate and how your project moves from the first conversation through design, procurement, installation and completion.

STUDIO HOURS

Monday-Friday, 9:00 AM-4:00 PM. In-person studio meetings are scheduled by appointment.

COMMUNICATION

Please reach out by email or phone during regular studio hours. Messages received outside those hours will be returned the next business day unless urgent.

PROJECT INFORMATION

Selections, approvals, pricing and purchasing information will be organized through the tools and design boards provided for your project.

WORKING TOGETHER

We are here to design, manage and guide your project while keeping communication clear and the process as organized and enjoyable as possible.

How Your Project Begins

Our first steps help us understand your project, confirm fit and begin establishing a clear path forward.

01

NEW CLIENT INQUIRY

Begin by completing our New Client Inquiry so we can learn about your project, goals, location, timeline and the type of support you are looking for.

02

COMPLIMENTARY DISCOVERY CALL

If your project appears to be a good fit, we will schedule a complimentary discovery call to learn more and answer initial questions about working together.

03

PROJECT CONSULTATION

We meet with you onsite to walk through your project in detail, discuss priorities and begin defining the recommended scope and design direction.

PROJECT CONSULTATION - \$350

Following your consultation, you will receive a personalized Consultation Write-Up outlining our recommended scope of work, initial design direction with curated mood board imagery, and a proposal for design fees to continue your project with Hayes + Nash.

NEW CLIENT INQUIRY

DISCOVERY CALL

PROJECT CONSULTATION

DESIGN FEE PROPOSAL

From Vision to a Complete Plan

THE CREATIVE WORK BEGINS

“Every layer is considered with the full space in mind.”

01

AGREEMENT + RETAINER

Once the recommended scope and design fee proposal are approved, we provide your design agreement and initial invoice. Your signed agreement and payment officially begin the design phase.

02

SITE DOCUMENTATION

We gather the measurements, photographs and project information required to develop your design.

03

DESIGN DEVELOPMENT

We thoughtfully develop your design through space planning, furnishings, materials, lighting, textiles, window treatments, custom details and the other elements specific to your project.

04

DESIGN PRESENTATION

Your complete design is presented for review, including drawings, samples, selections and investment information. Together, we review the design and make any necessary refinements before moving into procurement.

Bringing the Design to Life

01 - APPROVALS + PAYMENT

Once the design is finalized and selections are approved, payment is collected for products prior to ordering. Trades are paid directly unless another agreement has been made.

02 - PROCUREMENT

We place and manage orders, communicate with vendors and track your pieces throughout the procurement process.

03 - RECEIVING + STORAGE

Furniture and larger items are delivered to our receiving warehouse, where they are inspected for damage and stored until installation.

04 - PROJECT COORDINATION

When applicable, we coordinate with trades and project partners to help keep design-related work moving forward and keep you informed of relevant schedule changes.

BEHIND THE SCENES

Ordering. Tracking.
Receiving. Coordinating.

Much of this phase happens behind the scenes. Our role is to keep the many moving pieces organized so your final installation feels as seamless as possible.

The Final Reveal

INSTALLATION DAY

THE MOMENT IT ALL COMES TOGETHER

INSTALL DAY

After months of planning, sourcing and preparation, installation is when the vision becomes reality. Our receiving team delivers and assembles furnishings, professional installers handle artwork and specialty pieces, and the Hayes + Nash team styles the final layers of your space.

Whenever possible, we encourage clients to enjoy the day away from home so we can preserve a little of the surprise for the reveal.

FINAL WALK-THROUGH + PHOTOGRAPHY

Once installation is complete, we walk through the finished space together, review any remaining details and make sure everything has been addressed.

With client approval, we may schedule professional photography once the project is complete.

Thank you for trusting Hayes + Nash with your project.

We are thrilled to help bring your vision to life.