

# DESIGN PROCESS

## Welcome!

We are thrilled to be working with you on your project!

Please read through this packet to get to know our process so that you know what to expect from working with us. We are happy to answer any questions at any point in time. We are here to design, manage and create your perfect project for you.

## WORKING WITH US

### CONTACT

We are so glad you contacted us! After our first interaction, we direct you to our questionnaire and schedule a 30 minute phone call to discuss your project.

### HOW TO WE DELIVER

We are available via phone, email, facetime and zoom if needed. We will provide you with interactive design boards that allow you to see pricing and have access to purchasing.

### EXPECTATIONS

We like to set expectations at the beginning of projects. Please be aware of our office hours and communication preferences.

### OFFICE HOURS

We are available to you MONDAY - FRIDAY 9AM- 4PM.

Please make an appointment to meet with us in person.

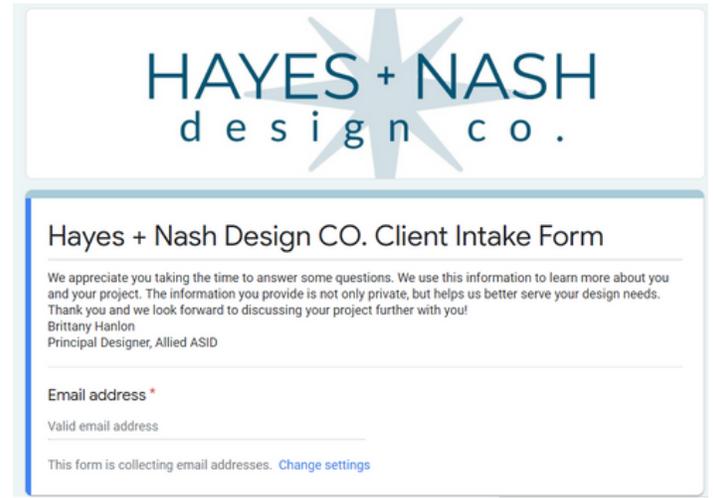
Please feel free to reach out to us via email or phone during regular business hours. If message are received outside of those hours, we will return them the next business day (unless urgent).



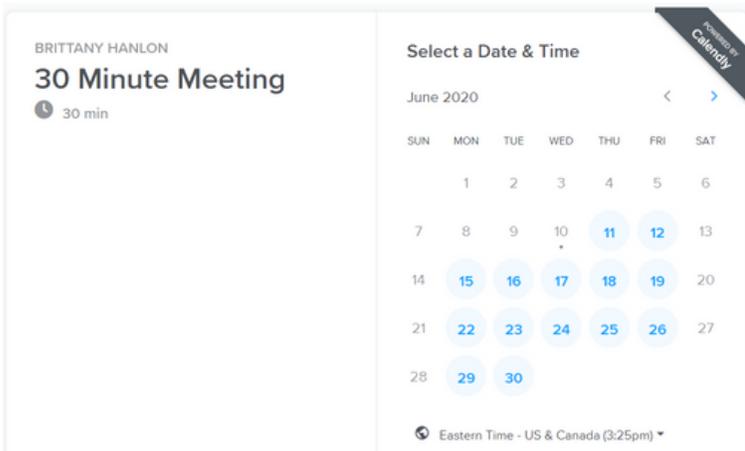
# DESIGN PROCESS PHASE 1

## 1 QUESTIONNAIRE

After you have made contact with us, we will ask you to head to our contact page and fill out a questionnaire form. This only takes a few minutes to fill out, but it provides us with a lot of valuable information about your needs.



The screenshot shows the Hayes + Nash Design CO. Client Intake Form. At the top is the company logo, which consists of the text "HAYES + NASH" in a large, blue, sans-serif font, with "design co." in a smaller, lowercase, blue, sans-serif font below it. A stylized starburst graphic is behind the text. Below the logo is the title "Hayes + Nash Design CO. Client Intake Form". The form contains a paragraph of text: "We appreciate you taking the time to answer some questions. We use this information to learn more about you and your project. The information you provide is not only private, but helps us better serve your design needs. Thank you and we look forward to discussing your project further with you!" followed by the name "Brittany Hanlon" and title "Principal Designer, Allied ASID". There is a field for "Email address \*" with a red asterisk and a placeholder "Valid email address". At the bottom, there is a note: "This form is collecting email addresses. [Change settings](#)".



The screenshot shows a scheduling interface for a "30 Minute Meeting" with Brittany Hanlon. The interface is titled "BRITTANY HANLON 30 Minute Meeting" and "30 min". It features a calendar for June 2020. The calendar grid shows days from Sunday to Saturday. The dates 11, 12, 15, 16, 17, 18, 19, 22, 23, 24, 25, 26, 29, and 30 are highlighted in blue, indicating available meeting slots. A "powered by Calendly" logo is in the top right corner. At the bottom, it says "Eastern Time - US & Canada (3:25pm)".

## 2 PHONE CALL

We schedule a phone call to further discuss your project and what your needs are. This is about 30 minutes. You can schedule this via our contact page.

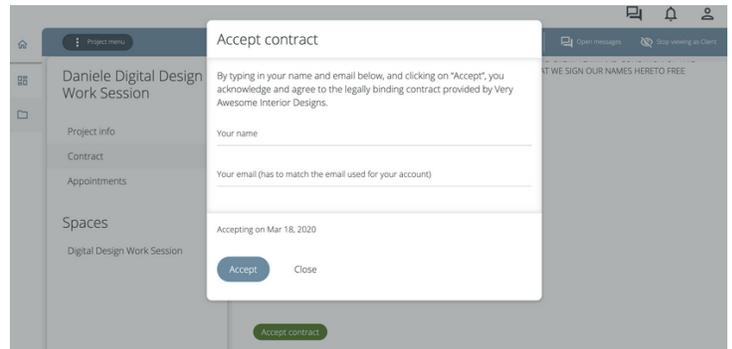
## 3 SITE VISIT- CONSULTATION \$350

We meet with you onsite and go over every aspect of your project. Our team takes photos and extensive notes so that we can provide you with adequate feedback and ideas. AFTER the site visit (7-10) days), we provide you with a consultation program that includes the notes we took with associated design ideas as well as a package recommendation for which package we believe will best suit your needs to create your perfect space. This is a paid service and is required to continue with full service design.

# DESIGN PROCESS PHASE 1

## 4 CONTRACT + DEPOSIT

AFTER the site visit /consultation we will add a contract to your project . The contract needs to be completed prior to any work beginning. We are happy to set up a meeting to go over the contact and address any questions. We collect your deposit payment to begin work at this time.



# DESIGN PROCESS PHASE 2

## 1 DOCUMENT SPACE

CONGRATULATIONS!!! You are on your way to your seeing your vision become a reality. At this time, we will take additional photos and any measurements we will need to create your design.

## 2 SCHEDULE THE TRADES

We meet with all of the trades (yours or our recommendations) to begin to gather pricing and time frames from our skilled partners.

## 3 DESIGN PLAN + PROPOSALS

We thoughtfully craft your design plan complete with samples, drawings, digital boards and a budget. You approve or decline each item that we present for your custom plan. Any revisions to the design plan are made at this time.

Depending on the scope of your project, This is a meeting that takes several hours or possibly several meetings.

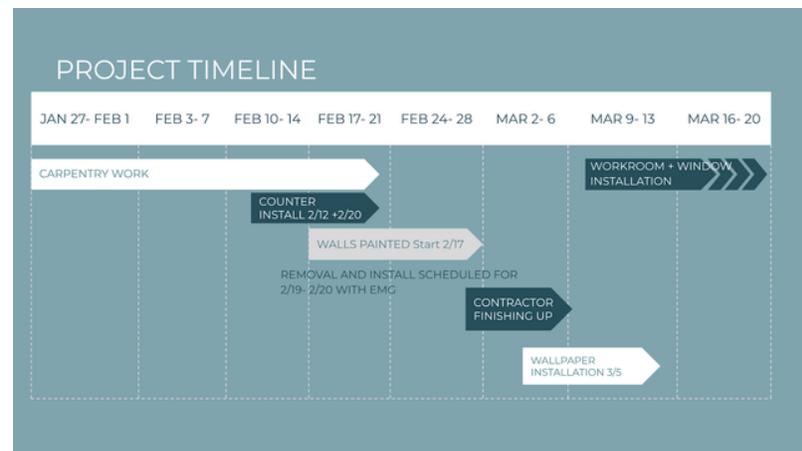
# DESIGN PROCESS PHASE 2

## 4 PAYMENT + ORDERS

After all revisions are made and all items are approved, we collect 100% of your payment up front in order to purchase your items. We ask that you pay any trades directly unless we have come to a different agreement. We place all of your orders and begin tracking them as they arrive to our receiver. Our receiving warehouse will accept delivery, check for any damage and store your items until installation.

## 5 SCHEDULE TRADES

After all of the decisions have been made and orders are in the works we schedule for any construction + work that needs to be completed. We send you an updated calendar weekly to keep up with any changes in schedule.



## 6 INSTALL DAY

This is the best day of the whole process! We schedule our receiver to deliver/assemble and install all of the pieces you ordered. Our professional art hangers make sure each piece is secured just right. Our team styles your space so you are ready to come in and enjoy! We encourage clients to take the day away from home. We like to save some element of surprise for the reveal!

## 7 FINAL WALK THROUGH + PHOTOGRAPHY

Within 48 hours of your space being completed, we will come and walk through it with you to address any and all items you wish to discuss. We make sure our trades have done their jobs and that your job is complete. We schedule our photographer to come and shoot your space.

