



**Our Remote Design process is simple, convenient, and effective!**

## ☐ **Initial Consultation**

The first step in your bathroom or kitchen remodeling project will be to have a **phone or video call** to discuss your project scope, timing, goals, and requirements. If you need a contractor, we can refer one of our Certified General Contractors for your project. Based on the information provided, we will give you a preliminary project budget range and estimated duration.

## ☐ **Scope and Budget**

To establish a customized budget for your project, we will ask you to submit some photos, provide key measurements, and participate in a video call with the contractor to discuss your requirements.

Our next steps include:

- General contractor produces a construction proposal
- We develop an estimated product budget
- Video call to review and refine requirements
- Review and finalize the budget before moving into the Design Phase

## ☐ **Design: Space Planning/Drawings & Product Selection**

Now the fun begins! We recommend you collect pictures of designs you like and share them with us (Houzz, Pinterest, other). We will explore the style and element preferences you want in the final design during the next video call.

Each project will require two primary design activities through video calls:

- *Space Planning/Drawings* - We use CAD software to draw your existing space and optional layouts (if applicable). The drawings for each project include existing and proposed layouts, as well as elevations of cabinetry and tub/shower areas. We will review, revise, and finalize the plans with you.
- *Product Selection* - Next, we guide you through product selection, showing you products from our showroom, while also providing product education and recommendations. To insure you love your product choices, we will deliver samples to your home!

Our last meeting will be to review and finalize the drawings and product order. Payment for product is due at this time. Project documentation will be emailed to you and the general contractor.

**Retainer Fee:** A non-refundable retainer of **10%** (of the product budget) is required to begin design. The retainer is applied as a credit toward product purchase that is at least 80% of your product budget.

**Hourly Design Fee:** You will receive **5 hours** of complimentary space planning/drawing and product selection assistance for each full remodeling project. Additional hours are billable at \$125 per hour.

## ☐ **Implementation**

A construction start date will be established based on product lead times, contractor availability, and your schedule. We order your products, receive/store them in our warehouse, and deliver them to your home. You will also receive a job site project binder containing drawings and product specs. Throughout the construction phase, our project coordinator will check in with you and your contractor to resolve any issues that might arise and schedule templating/installations by 3<sup>rd</sup> party contractors. When your project is finished, we will send you a satisfaction survey to solicit feedback on our performance so we can identify ways to further improve our process!