

FREQUENTLY ASKED QUESTIONS

How much will it cost to hire your services for our project?

As each client and every project is different, so is the need for design services. On average, expect to invest approximately 15-20% of the overall cost of the project on design services. For example, if the cost of the project is estimated at \$100,000, design services could range between \$15,000-\$20,000. This will depend on how much involvement you wish to have in sourcing items and the time it takes to finalize selections and make decisions. It is also important to understand that each change or alteration may affect other aspects of the design which in turn could increase the time needed to ensure the overall plans are not compromised.

Do you get trade discounts, and if so, do you pass these on to us?

Depending on where an item is sourced, you may benefit from discounts we sometimes receive from suppliers and retailers. If the discount is greater than 20%, ESTEE DESIGN may choose to share a portion of it with clients. It is important to note that every supplier is different with regards to their terms as well as the percentages they offer. Clients are never charged more than the retail price for products that are specified and supplied by ESTEE DESIGN.

What if we don't like a product/ design selection once received or implemented?

To date, we have never had a client who did not like the product we specified, nor has anyone been dissatisfied with the end result of plans we've created and implemented. Our experience, knowledge, and passion for design are second to none and because of this, we are able to confidently put together designs that work and flow in the space creating a unique and custom look.

We use reliable and trustworthy suppliers and take the time to review each item in detail with you to ensure you are well informed in making the decision of whether to proceed with a purchase. Once an item has been signed off on, ordered and received, it may be non-refundable or only valid for an exchange.

Please remind me how the deposit works.

Invoices issued for products and services are to be paid in full at the time they are received. The deposit for our initial design services is non-refundable and is used towards the initial planning and design of the project. The expectation is that the services are ongoing or used within 3 months of signing the letter of agreement, as we only take on a limited number of clients at a time and estimate our workload based on signed agreements.