



KELLY CARON  
DESIGNS









## WELCOME TO KELLY CARON DESIGNS, ASID

We are thrilled to offer an exceptionally talented team of award-winning Interior Designers to create and bring your project to life.

Interior design is a layering of processes.

We've assembled a summary of these processes, what to expect along the way, and other insightful guidelines to make the total experience efficient and enjoyable.

Thank you for the opportunity to work with you  
on your design project!

~ Kelly Caron







## INITIAL REVIEW FOR PROJECT SCOPE

We'll meet with you in person or have a detailed phone call/Zoom to discuss your wishes and the scope of work for your interior design project. We'll assess your goals and follow up with a schedule for the project.

It's important to create awareness of your expectations and our designer realities. This is your opportunity to let us know more about you, your family, how you plan to use and live in your home, as well as what inspires you most.

## THE FIRST DESIGN MEETING(S) – CONCEPTUAL DESIGN

*New construction projects* will typically begin with hard selection meetings. (For example: appliances, plumbing, cabinetry, lighting...) These meetings entail multiple vendor visits, reviewing builder allowances, and full construction plan review. We'll follow up as we receive all quotes and look books for review and feedback.

We'll also note any selections that need to be reviewed for value engineering. This is a critical element in design and may require additional meetings. Vendors will need time for adjustments to look books and quotes. Still, we'll always push for project timeliness.

*New interior design project* flow will start with the determination of interior design needs. If you require new furnishings or renovation work, a design meeting will commence with space planning and overall conceptual design ideas. The goal is to identify the design direction the project will ultimately take.

This is also a suitable time to start reviewing the budget for the proposed project. A timeline may also be set. All estimates for materials, furnishings, and labor for fabrication will come from various partner vendors. Our goal is to suggest the best vendors for your project.

Note, we do have third party vendors who work exclusively through our Interior Designers. These trades include wall covering installers, custom window treatment fabricators, custom bedding fabricators, shade and shutter fabricators, custom rug designers and fabricators, and re-upholstery vendors. We'll be the design/project liaison between our elected trades and your interior design project.

At times, a trade may need additional materials to complete a design. We'll need to fulfill this request and will send an invoice for the extra material yardage or wall covering as requested.







## **DESIGN DEVELOPMENT**

The duration of this phase is based on project scale. We encourage clients to trust the process since, at this point, many of the prominent features of the design are decided. This is accomplished through a collaborative exchange of ideas and goals.

Our design team will rely on multiple resources to draw inspiration for your new interior design project. We carry numerous fabric, furniture, and accessory lines. We will request memo samples and other design samples for project development.

## **PRICING AND PROPOSALS**

After furnishing selections are confirmed, the Designer and Design Assistant will gather all the details for the Design Coordinator to acquire pricing from vendors and trades.

This task is a three-step process. First, we request accurate pricing from vendors. Then, all pricing is manually entered, and finally, all pricing is carefully reviewed before sending to the client. Most projects will have multiple proposals. To avoid pricing increases or discontinued items, we encourage acceptance of all proposals without delay.

If a vendor or fabricator needs additional yardage or trim to complete an order, the material will be ordered and invoiced to you. This can happen during the fabrication process but only rarely.

We request regular pricing updates from our vendors because rates can change quickly. The client will be responsible for any price increases that we incur. *Again, it's imperative to move forward with proposals to avoid unexpected pricing increases.*

## **PAYMENT OF PROPOSALS/INVOICES**

All payments can be paid through our website, by check, or by wire. Credit cards incur a usage fee of 2.85%. No orders will be placed without acceptance of the proposal and proposal payments.

## **PAYMENT FOR THIRD PARTY FEES**

Third party fees will be billed once the accounting department has the details. This includes shipping/freight, receiving, releasing, storage, and delivery. These items are exempt from mark-up.

## PROJECT COORDINATION AND DESIGN ASSISTANT FOLLOW-UP

After proposal invoices are paid in full, all orders from respective proposals are released to the vendors from our comprehensive Design Studio software program. Once the order is received and reviewed by the vendor, an order acknowledgment will be emailed to our Project Coordinator. Typically at this time, we'll start receiving estimated shipping dates as well.

An Order Status Report is a document that is produced by our Design Studio software program. As the project progresses and order timelines are identified, estimated shipping dates will be manually entered by our Project Coordinators and Design Assistants. These reports will be provided as your project progresses. Consistent communication with you is our goal throughout the design process. You're welcome to contact us at any time to request an update.







## DELIVERY AND INSTALLATIONS

Every interior design project has a different timeline. In a perfect world, all furnishings will be ready when a new construction or newly renovated home project is ready to receive furnishings.

We'll advise you on the readiness of your home and what items to expect for your installation.

We'll schedule delivery when the majority of furnishings or items have arrived. Due to unforeseen global lead time issues, multiple installations may occasionally overlap. We appreciate your patience as we strive to execute reasonable delivery arrangements and seamless project completions.

## PROJECT ACCESSORIZING AND FINISHING TOUCHES

After the interior design selections, furnishings, and deliverables are installed at your home, we'll offer to bring accessories and finishing layers to the house. We'll propose a budget for additional accessories, based on your interest.

We also have a team of professional art and mirror hangers who can assist with new pieces, as well as your previously owned collections. Please allow us the opportunity to have these finishing touches carefully guided. Our wish is that your home looks and feels impeccably complete.











## FINAL INVOICING

Our finance team will coordinate with you, our Interior Designers, and Design Assistants to ensure all deliverables are complete for invoicing. If you have any questions regarding invoices, please contact our finance team at our studio. Every invoice, whether time billing or an invoice from our finance department, must be paid within 30 days.

## CREDIT CARD AUTHORIZATION

We'll request that a credit card (CC) be kept on file once you commit to our services. A CC Authorization Form will be in your welcome packet and once completed will remain on file. **We will charge the CC on file for invoices that are not paid after 30 days.**

You may also elect to have all time billing, proposals, and invoicing paid via the credit card on file.

## RETURNS OR CANCELED ORDERS

We want every client to be 100% happy with their design. We do not accept returns on ordered items. Please feel free to sell the item, or we'll assist with the sale as well. We're glad to help with re-selections. If an item is not the correct size, that's a designer mistake, and we'll take that item back at no expense to you.

An item that can be canceled with the vendor before it is too late will receive a restock fee of 20% of the original cost of the item.





## PROJECT COMPLETION AND FINISH PHOTOGRAPHY

Our entire interior design team works tirelessly to design, curate, and deliver the home design of your dreams. We'll be with you every step of the way to make sure that your project is implemented exactly as planned. Nothing thrills us more than seeing the ecstatic look on our clients' faces as they see their project come to fruition! Our wish is that following the full design reveal, you can relax and enjoy the details and ambiance you and our design team created.



Upon completion, we request your permission to conduct an interior/ exterior photo shoot to capture photography for our personal designer portfolios, KCD website, and social media. We're glad to share all final select photos with you.

## CONTACTING THE STUDIO

Our Design Studio hours are Monday-Friday, 9am-5pm. We'll return emails, texts, phone calls, social media messages, and any other types of communication as soon as possible. We strive to respond within 24-48 hours.

If we're in selection meetings or full-day home installations, we won't have full access to our messages, emails, etc. Please know we value every project and our home life, too. In the event of an emergency, contact our studio at (843) 815-4737. We do not check studio voice messages over the weekend.



# NOTES



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