



What to Expect When Working With Melody Jurick Designs, LLC

We at Melody Jurick Designs, LLC will always, in good faith, do our best to make the interior design process enjoyable and stress free of those items that are within our control. We prefer to set the expectations in advance and educate our clients on just how much goes into a successful process. Below are some terms and items that we could experience:

- **Discontinued Items** – Although we check stock at the time of presentation, there will be times when we are notified upon order placement that items are discontinued. We will work diligently to find a solution or replacement.
- **Back-ordered Items** – Usually we are given an estimated ship date, however they are not always accurate. If the estimated ship date is beyond our target completion date, a reselection may be required.
- **Lead Time** – The lead time almost always takes longer than expected, however we will do everything within our control to expedite all products for installation.
- **Updates** – We will keep you up to date on the status of the items for your project. We are only as good as the information that the vendors, factories, and workrooms share with us. We will give you honest updates rather than tell you what will make you happy. It might not be good news, but we will deal with those situations when they arise. Communication is key.
- **Deposits or Cash Before Delivery (CBD)** – We require a deposit of 100% on custom products because many vendors require 100% before they will ship. Other items may require a smaller deposit. All of this will be outlined in our agreement.
- **Custom Orders** – Custom orders are non-cancellable and non-returnable to the vendor once a commitment is made and order approved; we own it.
- **Restocking or Cancellation Fees** – Sometimes a vendor will allow a non-custom item to be cancelled if it has not shipped. If there is a cancellation fee, it will be your responsibility to pay. Some items may be returned after being shipped and incur a 10-60% restocking fee plus return freight, which will also be your responsibility.
- **Communication** – Ideally, we will discuss emergencies together. However, if you are not available, the designer will make an informed decision based on all current available information.

- **Deadlines** – Upon final agreement of all approved items, we will set a target installation date or a deadline. Holidays or parties are not a deadline.
- **Dye Lots** – We order cuttings of fabric for approval on custom products and window coverings. We do this to ensure color coordination and cohesiveness in the design scheme. This adds time but can avoid costly mistakes later. If projects are being done in stages where the same fabric is to be used, we recommend that we order the cut yardage at the same time as the initial project. Fabrication can be done later. Since the industry tolerance level is 16%, the fabric may not match if it is ordered later.
- **Leather** – Leather is a natural product, and it comes in many finishes. Understanding the care and marring properties of your leather is critical. The most expensive leathers are not treated and will show marks from use and oil from your skin as it ages and creates its patina.
- **Upholstery Care** – Upholstered items such as sofas and chairs do require a certain amount of care for cleaning and to prevent or lessen wear and tear. Depending on cushion type, some cushions must be turned or fluffed regularly. We will explain upholstery care for your furniture at the time of selection and will provide you with a care guide. After installation, upholstery care is your responsibility.
- **Carpet and Flooring** – Carpets and flooring require care and cleaning. Stain resistant properties in carpet do not mean that it won't get dirty. It means that they will release those stains easier when cleaned. Wood flooring and natural flooring products will also require care and cleaning. You will be given a care guide for carpet and flooring. After installation, carpet and flooring care is your responsibility.
- **Freight Damage** – Products can be damaged in transit. The vendors usually resolve the damage in the form of discounts, local repair, or return and reship of the item. The vendor typically makes this call, but we will communicate with you to achieve the desired outcome.
- **Freight Charges** – Freight charges are incurred for delivery from the manufacturer's facility to our receiving warehouse. These charges can vary and typically range between 10-20% which is why we estimate 15%. As fuel costs vary, the rate and any surcharges will also vary.
- **Perfection** – Nothing is perfect, especially artistic finishes, natural stone, or wood products, etc. We will use our experience and eye for detail to ensure that we get as close as possible to perfection.
- **Delivery & Installation Charges** – Delivery charges are incurred from our receiving warehouse to your project site. This charge is calculated on the number of men needed, the number of items, and the distance involved and will therefore vary. Storage fees apply to items that are warehoused for longer than two (2) weeks, which is why we try to schedule everything arrive within that window, thus reducing charges.

- **Installation** – When the big day arrives, we will work to make the process run smoothly by coordinating all personnel and installers involved. We therefore request that children and pets not be in the area that is being installed. The designer will be present and will ensure that all items are executed per the original design plan.
- **Photographs** – The project will be photographed during and after its completion. Professional photographers are hired to capture the finished project at its best. These photographs will be used for portfolio purposes on the Melody Jurick Design's total web presence. All photographs become the property of Melody Jurick Designs LLC and can be used for marketing of Melody Jurick Designs LLC.
- **Inspection of Items** – All items, including furniture and flooring, must be inspected within seven (7) days of installation/delivery. After this period, Melody Jurick Designs LLC will not be responsible for any damage.
- **Custom Order Rugs** – Due to the hand-made nature of many rugs, sizes may be slightly irregular; colors and texture may vary; and there may be some design inconsistency. All rugs are provided "as is" and without warranties of any kind, either expressed or implied, to the fullest extent permissible pursuant to applicable law, and Melody Jurick Designs LLC disclaims all warranties of merchant ability and fitness for a particular purpose or arising by statute, law, and course of dealing, and makes no representations or warranties as to kind, quality, or character.