

INTERIORS

MEADE
DESIGN
GROUP

ABOUT MEADE DESIGN GROUP'S INTERIOR DESIGN SERVICES

Meade Design Group's interiors are marked by a quest for timeless elegance. We strive to create interiors that will never seem outdated, that meet your personal aesthetic and needs, and will improve the overall quality of life within your space.

Our interior design services include floor plans, custom furnishings, window treatments, material selections, custom kitchen design, custom bathroom design and any other service you require to transform your house into your home.

We specialize in high-end residential services, but are open to commercial projects if it seems to be a good fit for both parties involved.

WHAT WE CAN DO FOR YOU AND YOUR BUSINESS

We have a variety of services available depending on your needs and lifestyle; from floor plans or material selections, custom furniture or window treatments, we have you covered.

- Concept Development
- Space Planning
- Floor Plans
- Elevations
- Reflected Ceiling Plans
- Specification Documents
- Material Selections
- Furnishing Selections
- Custom Furniture
- Custom Kitchens
- Custom Bathrooms
- Custom Window Treatments
- Fabric and Wallpaper Sales
- Accessorizing
- Colour Consultations

F.A.Q.s

Q: WHEN SHOULD I CONTACT MEADE DESIGN GROUP FOR MY INTERIOR DESIGN PROJECT?

A: As soon as possible! Good design takes time, so ideally, the sooner you come to us the better. We are happy to assist you no matter what stage you are in, but the sooner you come to us, the sooner we can make suggestions that will improve your space with the finishes, concepts or furnishings that are planned saving time and money, avoiding costly mistakes.

Q: WHAT IS THE BEST WAY TO COMMUNICATE WITH MEADE DESIGN GROUP DURING MY PROJECT?

A: We use a combination of e-mail, phone calls and face to face meetings throughout the project. For presentations of new material we prefer to meet in person whenever possible.

We do charge for any and all communication as it is a vital part of the interior design process. We often need to go into files, compare samples or check with other trades to provide you with what might appear to be a quick response.

Throughout the project, our project manager will also meet with the team to review progress and to ensure that the schedule, scope and budget are on track. Any changes to the schedule, scope, or budget will require oversight and approval by the project manager. All changes are also discussed with you, the client.

You have the right and obligation to report any issues or concerns as they occur to Meade Design Group so that resolutions can be found as quickly and efficiently as possible.

Q: CAN I USE MY OWN TRADES PEOPLE/SUPPLIERS?

A: We always enjoy meeting and working with new people, and are willing to work with your trades if you are confident in their skills and abilities. That being said, we would be happy to assist you with your selection of contractors and other trades-people necessary to complete your project if you don't have any pre-existing relationships.

When it comes to the finer details, such as millwork, window treatments and upholstery, we prefer to recommend our own trades to ensure that you will receive a high-quality project in the end. You will always receive an estimate from our trades before you need to commit to their services. We are confident in their work and have developed trusting relationships over the years, and understand each other's requirements and appreciation for quality work.

On the legal side of things, we do need to be clear that the selection of the contractors and trades people that will be used to complete your project is yours alone, and that you will enter into contracts directly with each individual contractor or tradesperson, and are solely responsible for all costs and fees arising under those contracts. Meade Design Group is also not responsible, either directly or indirectly, for any of the work or other services provided, or any damage or other loss caused, by any of the contractors or trades people that you have hired.

We will also need you to further acknowledge that Meade Design Group is providing no warranty, guarantee whatsoever with respect to any contractor or tradesperson that is hired, and that it is the client's sole responsibility to ensure that each contractor or tradesperson is satisfactory to the client, is properly trained and licensed, is bonded or insured to the client's satisfaction, follows the Designer's plans, selections and specifications, and performs its work in accordance with standard acceptable practice.

Q: DO I HAVE ANY RESPONSIBILITIES AS A CLIENT?

A: As a client, you are responsible for ensuring that all laws, by laws, building codes, regulations, strata-bylaws, and other requirements are satisfied, all necessary builders lien holdbacks are retained, and that all necessary building, electrical, and other necessary permits and allowances are obtained prior to work being commenced on the project. You will also need to acknowledge that it is not the Meade Design Group's responsibility nor are we liable in any way if any requirement is not satisfied or permit obtained.

It is your responsibility for ensuring that any work done or items installed with respect to the project satisfy any and all structural, plumbing, electrical, and other requirements of the space and for making any and all inquiries in this regard.

Meade Design Group is not responsible for the design of structural, electrical, plumbing, heating, or other mechanical systems that exist or might be needed for the project.

Meade Design Group will assist and advise you with respect to a variety of items which may be used for the Project, but you need to acknowledge that the selection of items to be used for the project are yours alone, and that we are not responsible for the quality of these items or their appearance or suitability in the space.

We will also need you to allow Meade Design Group reasonable access to the project space, as is necessary to perform the agreed-upon work. We will need you to acknowledge that the peace and privacy of your residence and space may be disrupted during the time that the project is being completed.

Q: WHAT IF I WOULD LIKE SOMETHING I DO NOT SEE IN THE PACKAGES?

A: Just contact us! We work on an hourly basis and can work with you to make your project the best it can be.

Q: WHAT ARE YOUR RATES FOR INTERIOR DESIGN SERVICES?

A: Our current design fee is \$ 110.00 per hour, any time spent with our principal has a separate rate of \$ 125.00 per hour.

Q: HOW WILL I BE INVOICED FOR DESIGN TIME?

A: At the onset of a project we ask for a \$ 1,100 retainer (representing 10 hours of our services) to begin the work. Once your project is nearing the end, we will use this retainer towards our invoices. If there is any funds remaining from the retainer at the end of the project, and you do not owe any invoices, the remaining portion of the retainer will be returned to you.

Invoices are created bi-weekly. If there is time logged in our time-tracking system for that time-period, you will be invoiced.

Invoices can be sent via Canada Post or, in PDF format via e-mail. Our default method is via Canada Post, if you would like to be sent invoices via e-mail to conserve paper, please contact the studio.

All payments are due in ten days after the client has received an invoice. If any invoice has not been paid in full by the client within 10 days of receipt, interest will be charged on the outstanding balance at a rate of 24% per annum from the date of the account until paid.

Q: WILL YOU VISIT MY CONSTRUCTION PROJECT AFTER YOUR DESIGN WORK IS SUBMITTED AND THE CONSTRUCTION IS BEING DONE?

A: We will periodically visit the space to observe the work that is being done and provide suggestions if necessary, however we are unable to provide constant on-site observation.

We also regularly check on any subcontracted work such as millwork, seamstress and upholstery progress to make sure that your project is coming together exactly how we envisioned. The finer details such as contrast piping or nail head trims, inlays and stains are usually best discussed in person with the tradesperson who is implementing the work to make sure everyone is working toward the same goal.

Q: WILL I BE CHARGED FOR TRAVEL TIME?

A: We do charge the same rate for any and all time spent on a project, however, projects within the Greater Victoria area will not be billed for any travel time. Projects outside of this area may be subject to travel charges.

For long-distance projects, we charge in the following manner:

- The client is billed for 8 hours for each full day business day spent outside of the studio. Partial days are adjusted accordingly and weekends are only billed for time worked
- Full rate is billed for hours worked
- Reduced rate (50%) is billed for all other hours if less than 8 hours were worked while away from the studio (i.e. if Meade Design Group were required to fly to the site on a business day)
- All travel costs, lodging and food will be paid for or reimbursed by the client

Q: WHAT IS THE PROCESS FOR PURCHASING TRADE-ONLY PRODUCTS OR MATERIALS?

A: Trade only items will be estimated for you before any order is placed. These are all considered special orders and full payment will be required at the time of order placement. Shipping will be invoiced once the item has arrived (And final shipping costs have come in), and the remaining balance will be due at that time.

Q: WHAT IS THE PROCESS FOR PURCHASING STORE-BOUGHT ITEMS THAT ARE AVAILABLE TO THE PUBLIC?

A: We often receive discounts at local and international stores and are happy to share them with you. However, because different retailers offer us different discounts, we split them in the following manner:

In most cases, we will share the trade discount with you on a 50/50 % basis, (i.e. if our discount is 20% off retail, we will give you 10% off the retail price and keep the remaining 10%) plus applicable taxes & delivery charges. The following exceptions apply:

- Items purchased where our interior design trade discount is 10% or less off retail will be billed to you at full retail price plus applicable taxes & delivery charges.
- Items purchased at retail where no interior design trade discount is applicable will be billed to you at retail, plus 10% plus applicable taxes & delivery charges.

Q: HOW CAN I PAY MY BILL, RETAINER OR ORDER DEPOSIT?

A: We offer several quick and easy ways methods of payment including:

- Debit at the studio
- Cheques made out to Meade Design Group
- Credit card (Visa or Mastercard only).

*You may feel free to pay with credit card over the phone, but we ask that you never send credit card information over e-mail to protect yourself and avoid identity theft.

** In the case of a materials purchase, special order or reimbursement, where the payment is not going directly to Meade Design Group and no profit is being made (payments are being passed on to a third party), we only accept debit or cheque to avoid delays or complications with your order.

Q: WILL MY PROJECT APPEAR ON THE WEBSITE, BLOG, OR ANY OTHER MAGAZINES/PUBLICATIONS?

A: Once your project is completed, we will take photographs ourselves and chances are, we will show it off on the blog or in the news section of our website. Not all projects are shown in our online interior design portfolio, because we only have so much space. However, if we select your project to be shown, we will contact you to have a professional photographer take photographs of your space.

Your project will not be published in any media aside from Meade Design Group's own without your consent. We often have projects picked up by other media outlets and will contact you for your consent and with further details if there is any interest for your particular project.

Q: GREAT! I KNOW EXACTLY WHAT I WANT. HOW DO I GET STARTED?

A: Contact us today for a free half hour meeting at our downtown Victoria studio to talk about your project and what will be the right fit for you. We will review your project needs and get a feel for the aesthetic you are looking for. We can also discuss the way we work if you have any questions or concerns.

*These rates listed in this document are reviewed annually and are subject to change. Clients will be notified in advance prior to any rate changes. Rates will not change mid-contract.

** The drawings and specifications prepared by the designer are intended for design concept only and cannot be used for construction or architectural purposes. The drawings and documents prepared by the Designer remain the property of the Designer and cannot be used by the Client for any purpose other than the completion of the Project by the Designer.