

FAQs

How long will it take to get my room e-design?

We will email your completed e-Design package within 1-3 weeks from the date we receive all of the completed documents from you:

- Client Questionnaire
- Room layout with sizes
- Room photos
- Payment

All of the documents will be sent to you in via a shared OneDrive link. Your computer most likely has OneDrive already, if not it is available as a free PC, MAC, Android, or iPhone- iPad download. The documents are typically in a pdf format which again, your computer / devise will have or can be downloaded for free.

At the time you place your order we will give you a more precise time of delivery. We estimate 1 to 3 weeks; however during busy seasons or during promotions the timeframe could be longer. We will always discuss timeframes with you and appropriate deposits to hold dates that may be longer than 3 weeks.

How effectively can you produce a design without seeing my room or meeting me personally?

Due to new technologies we are able to work over the internet without walking through your home. Advances in technologies allow us to work together through the internet, and for us to do our job without actually being at your home in person. For example, in design it is important for us to know how the sun moves through the rooms as this impacts the color, furniture placement, the type of window coverings required, and shadows.

With your address, pictures and technology we can position your home with global satellites to learn how the sun moves around your home at different times of the day resolving that challenge.

The Client Questionnaire we ask you to complete is done for both in-person and e-design clients. We understand it is lengthy. It requires a fair bit of thought and reflection on your part, but it provides both of us the insight we need into the mood you want to create and your design preferences in the space we are designing. It is very important for all stakeholders (homeowners, marital or life partners) to do the survey together. If not we end up doing a design that is reflective of only one person's taste.

The questionnaire, the diagrams and photos of the room you send us, the technological tools we use, follow-up communication via email, the phone, and perhaps Skype all ensure we produce the dream space you are looking for.

I have an open floor plan and two rooms are combined, which room would I do first?

When you have two connected rooms such as a combined living-dining room or eating area and great room it is best to purchase two packages and do the design for both at the same time to ensure continuity.

Generally rooms that open from one to another look like one space and it is not really possible to transform one without the other.

This is not to say you have to invest the money in completing the entire plan for both spaces at exactly the same time. While each situation is unique, I would suggest that if you were going to complete the project in stages you could start by doing the entire design. At that point we would outline the project in stages so that you maintain a sense of cohesiveness in both areas as the project and your budget allowed.

Do you work within the budget provided to spend on the plan you've designed?

Without question we work within the budget you provide to us. We are able to work within just about any budget, small or large as you can see from our references.

Obviously you get what you pay for in terms of new furnishings. But we won't let you buy "*lesser quality with a short lifespan furnishings*" if you are on a tight budget. We are trained "shoppers" and experienced "re-purposers". We are also very good at creating a dramatic transformation no matter the budget.

Of course, if you want items from designer vendors only, expect to spend a little more, and alternatively, if you want items from retail vendors only, expect to spend a little less. No matter your budget, your plan may include items such as a new rug, piece(s) of upholstery, occasional tables, lighting, window treatments and wall decor.

We work with you to create the mood and ensure the purpose of your space happens within the budget you set.

Do I have to buy all new furniture; I have some great furnishings I would like to use?

Of course we can use your existing furniture! Our designs are personalized for you, and if you have furniture, art and décor we would love to work with those pieces in your design. This is your space and it is important it reflects you and your taste.

Will I be able to purchase the items directly?

Once the design is completed we search for retailers in your area. We have several North American and even International retailers we work with that you can either visit their store or purchase online. Pottery Barn, West Elm, Lowes, Ethan Allen, Ashley, Ikea, Wayfair to name just a few. We also have trade discounts with most of these and pass these discounts on to our clients. Our suppliers of custom made drapes and blinds, organic quilts, handmade rugs, even custom furniture will all ship internationally. It is very important to us that every item we recommend in your product list is available to you in your geographic area.

Will you make changes to my plan if I don't like something you've selected?

I expect that you won't like something on the first presentation of the design. As hard as I try to have everything perfect, I did not get a degree in mind reading. The design has to meet so many criteria for perfection:

- Does it achieve the mood you were looking for?
- Is it functional for the space?
- Does the room make sense to you?
- Does it enhance your life?
- Is it habitable in the way you intended it to be?

I will make up to 3 changes to your plan, because we want it to achieve these ultimate design goals.

Once I have my plan, how am I able to ask follow-up questions?

There are several ways to reach me:

- Email is the easiest as I am not always able to answer the phone.
- Phone
- Skype

Even though you have purchased an eDesign package I call with follow-up questions before I start designing.

Once I deliver the design to you by email, I call to discuss the plan so I can get an idea of what and where I need to make changes.

When you have the final design I will call you to review the execution plans.

If you are having a problem during the execution phase you may email me and we can see if you need further instructions via email or a phone call.

I am your partner through this process. I have received awards for customer service. This is because I am there for my clients when they need my help. Believe me... you may get tired of hearing my voice we will talk so much to make your ideal room a reality.

What happens if I wait to purchase an item, and then it's no longer available?

It is generally best to start your design project when you are financially ready to implement the plan. However if you do decide to implement a plan in phases, you can shop for something similar to replace the discontinued item. If you wish, you can send me a picture of the item you want to replace the discontinued item with and we can ensure it will work with the original design.

Do you sell gift certificates?

Yes we do, this is the best gift for weddings and baby showers, pick-me-up's in divorces, graduation gifts, anniversary gifts, birthday gifts, promotion gifts, etc. you really can't go wrong with gifting someone a professionally designed room.

What locations do you offer your e-Design services to?

We are located in Canada, however, as mentioned above these are electronic services so we can provide our service throughout North America – and any other country where we can communicate in English and I am comfortable I can source products that will meet your design needs.

Didn't find your question here?

Contact Debi directly. [Email Debi](#)