



SUSAN SUTTER INTERIORS

Q & A

CAN I SHOP ON MY OWN?

We ask that you do not purchase items outside of our recommendations, as unapproved pieces may not align with the design, space, or budget. If you are purchasing specific items directly, we will provide a detailed Specification sheet. We encourage maintaining an open dialogue and sharing inspiration images to help us align with your style.

WHAT ADDITIONAL COSTS CAN I EXPECT?

We aim to provide accurate cost estimates upfront, but unexpected expenses for storage, shipping, installation, or labor can occur. We will notify you immediately if any additional costs arise.

DO YOU WORK WITH CONTRACTORS?

Yes. We collaborate with client-hired contractors as well as our trusted network of industry professionals. Susan Sutter Interiors does not provide contractor services directly, so independent architects and contractors are a key part of the process.

HOW LONG DO PROJECTS NORMALLY LAST?

Timeline depends on project scope, product lead times, and prompt client decision-making. Delays can occasionally occur due to weather, vendor schedules, or manufacturing issues. All parties are expected to help keep the project moving efficiently.

HOW DO I PLACE AN ORDER?

Proposals are valid for 15 days. To place an order, submit a digitally approved proposal along with the required deposit through our online system. Orders are only processed once both approval and deposit are received.

CAN I CHANGE MY MIND AFTER AN ORDER IS PLACED?

Most orders are final and non-refundable. If a cancellation is possible, you will receive a refund minus purchasing fees, freight, and any applicable costs. Time spent processing cancelled orders will be billed hourly. Custom orders are strictly non-refundable.

WHEN ARE PAYMENTS DUE?

Proposals require payment within 5 days. Invoices for hourly billing and reimbursable expenses are due upon receipt. Invoices past 30 days will incur a 1.5% monthly late fee, and work will be paused until payment is settled.

HOW ARE ITEMS DELIVERED? To ensure a seamless reveal, we consolidate all furniture and accessories into a single installation. Items are safely stored in a licensed, climate-controlled warehouse until installation day. We do not deliver items piecemeal to client homes. Clients are responsible for shipping, storage, and delivery fees.

WHAT IF I WANT TO ADD TO THE SCOPE MID-PROJECT? We are happy to accommodate scope additions! Any changes must be agreed upon in writing. You will receive an estimated timeline/hours, and additional work will be billed at our standard hourly rate.

WHAT IF SOMETHING GOES WRONG? Unforeseen issues like shipping damage, manufacturing errors, or construction delays can happen. We handle these promptly through repairs, replacements, or vendor discounts to keep your project moving smoothly.

WHAT IF AN ITEM IS BACKORDERED OR DISCONTINUED? If an item is backordered, we will provide the estimated ship date provided by the manufacturer. If an item becomes unavailable, we will select and present suitable replacements for your approval.

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