



CAN I SHOP ON MY OWN?

You have hired Susan Sutter Interiors to design and complete a vision for your space and we ask that you do not purchase items outside of proposed items because that selection may not be a good fit for the design, space, or budget. You will receive a detailed Specification for any items to be purchased directly by you. We highly recommend maintaining a dialog with your designer and digital file of images to share with us that show your design style and preferences.

WHAT ADDITIONAL COSTS CAN I EXPECT?

We do our best to give you a full cost outlook of each item, but additional costs such as storage, shipping, installation, or unexpected labor do occasionally happen. As soon as we learn of an unexpected cost, we will inform you immediately.

DO YOU WORK WITH CONTRACTORS?

We do work with contractors hired by the client, as well a large cadre of professionals we maintain close working relationships with and can recommend. Susan Sutter Interiors does not provide contractor services; so independent architects and contractors hired by the client are an integral part of the process.

HOW LONG DO PROJECTS NORMALLY LAST?

This depends on the scope of the project, what is purchased, and how quickly you as the Client can make decisions. Occasionally there are delays caused by weather, vendor vacations, factory errors, and other unpredictable influences, that are out of our control. The client, as well as all professionals hired to work on the project, are expected to not cause unreasonable delays in the project.

HOW DO I PLACE AN ORDER?

Once you receive a Proposal you have 15 days to either accept or decline the item. For acceptance, a digitally approved copy of the proposal along with deposit payment through our online system is required to place an order. No item will be ordered by Designer until Designer receives an approved proposal and deposit payment.

CAN I CHANGE MY MIND AFTER AN ORDER IS PLACED?

Most often orders cannot be cancelled or refunded. In the event that a full refund can be attained you may cancel the order and receive a refund for the cost of the item minus the purchasing fee and any other applicable fees, such as freight. You will be charged hourly for the time spent on cancelled orders. Custom orders are non refundable.

WHEN ARE PAYMENTS DUE?

Proposals are due with payment within 5 days. Invoices for time billing and reimbursable expenses are payable upon receipt. Invoices more than 30 days past



due will accrue a 1.5% late fee per month and all work will cease until invoice is paid.

WHAT IS THE DIFFERENCE BETWEEN A SPECIFICATION & PROPOSAL?

A Specification is a document that I provide the details for you to purchase an item yourself. You will pay the vendor directly. A Proposal is a document where I am requesting payment for items so that I can purchase the item on your behalf. Proposals are payable to Susan Sutter Interiors.

HOW ARE ITEMS DELIVERED?

Our policy is to perform one large installation of all your items. This includes all furniture and accessories purchased. Items purchased by Susan Sutter Interiors go into a licensed, bonded, insured and climate-controlled warehouse awaiting installation. It is our policy to not deliver items to client's homes directly or in multiple trips. Clients are responsible for all shipping, storage, & delivery fees.

WHAT IF I DECIDE MID-PROJECT I WANT TO ADD MORE TO THE SCOPE?

Since we work hourly, increasing the scope is not a problem. All changes to the Scope of Work must be submitted in writing and both Designer and Client agree to the additions. Clients will be provided an estimate of hours and will be billed for every hour needed to fulfill the new scope.

WHAT IF I HAVE CONCERNS ABOUT AN ITEM?

Please bring these to our attention immediately and we will discuss your concerns and if necessary, find a more desirable solution. Custom items are considered FINAL sales and not returnable/non-refundable.

WHAT IF SOMETHING GOES WRONG?

If something can go wrong, it will. Construction can be messy and surprises do arise. Teamwork and communication usually gets things back on track. We strive to do our best to help find an acceptable resolution. Items do from time to time arrive damaged, incorrect, or with missing parts, etc. Resolution may be in the form of discounts, pick up and reshipping of the item, or local repair. The factory usually makes this decision. We will resolve this in a timely manner.

WHAT IF A PROPOSED ITEM IS BACK ORDERED OR NO LONGER AVAILABLE?

Factories make a certain number of items on a schedule. An item may be out of stock and on back order. Generally, the factory will give us an expected ship date. There is no guarantee that the date will be accurate. We will keep you informed. There will be times when a selected item is no longer available. While it is a disappointment and an inconvenience, we will find acceptable replacements and solutions.