

INTERIOR DESIGN FREQUENTLY ASKED QUESTIONS

1. How do you charge for your services?

Answer: When we meet with you, our first concern is making sure we understand why you want to do your project, and what you have envisioned. We take time to evaluate your wish list and priorities, and then, based on what you want and need, we develop a fee proposal that fits your needs and desires. This allows our clients to decide up front exactly how much they're comfortable investing, and know that the project will not exceed that amount, unless they decide to change the scope of work.

2. What kind of services do you offer?

Answer: Our interior design services include space planning, lighting schemes, furniture and lighting selections, selections of colours and finishes and custom furniture & soft furnishings.

3. Can you help us figure out a budget for our project?

Answer: Absolutely. Once we begin the design process we create a costing with all of the items that we see will be needed for the project. We have also been working in HK for many years and have a good sense of construction costs. We are aware that a lot of our clients move around within HK and we design interiors that are flexible as well as beautiful.

4. How long will my project take?

Answer: With our extensive experience with similar projects, we can know fairly accurately how long each phase of a project will take because we've done it so many times before. One of the reasons why we're so accurate is that we have a tried and tested team of vendors, subcontractors and contractors that know exactly what we expect and are extremely conscious of customer service, deadlines and quality. Your result is priority, expedited services, an accurate budget and your job getting done on time with the least amount of disruption.

The main thing to consider is the scope of work: is it renovation or decoration?

Here are some guidelines that may help (all time frames are estimated):

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Furniture, window treatments or wall coverings: most take a minimum of 2-6 weeks to order. Custom work and foreign ordering can take up to 20 weeks. If you want to choose your own fabrics, add 2-4 weeks to allow yourself or your designer to shop, help you make your selections and arrange for materials to be forwarded to the manufacturing firm.

Custom closets or built-ins: From design to installation, approximately 6 weeks

Bathroom Renovation: From schematic design to hanging your towels, approximately 8-12 weeks including design time. Actual time for demolition and construction, approximately 4-6 weeks.

Kitchen Renovation: From design to putting your dishes away, up to 20 weeks. Actual time for demolition and construction, approximately 4-6 weeks.

Refresh your studio or one-bedroom apartment: (no heavy construction, some furniture, possibly some built-ins), approximately 4 -8 weeks depending on your choices

Gut Renovate your studio or one-bedroom apartment: (new walls, new kitchen and bath, electrical work, some or all new furniture) approximately 2-4 months depending on scope of work

Refresh your four-bedroom home: (no major construction, some furniture, possibly some built-ins or a bathroom upgrade), approximately 2-6 months

Gut Renovate your four-bedroom home: (new walls, new kitchen and bath rooms, electrical work, all new furniture), approximately 4-9 months, depending on your choices

5. Why do things take so long to obtain?

Answer: We understand it can seem like a long time to get items in that we design for you. Our specialty is a custom-made, one-of-a-kind experience that's made to order for your space. Our clients pride themselves on the fact that their space isn't one that could be copied or that anyone else has, but was uniquely designed for them.

6. Are your fees negotiable?

Answer: No, but we can certainly modify the scope of services we will provide for you. We know our costs of doing business and to give you the best possible service we include a reasonable profit in our fees. We're business people who provide design services, and we want to give you the best possible client experience which requires that we have a profitable business.

7. How does your discount scheme work?

Answer: Because we stock some premium brands, we are able to offer your great prices for our design products. In addition, we are pleased to offer you a discount on the products we have in stock or our interior design services, up to the value of the retainer we have agreed upon. ie. if the retainer is HKD10,000 we are able to offer you a discount on products that we have in stock, up to a value of HKD10,000. Any additional products, or products we have to order, will be discounted by at least 10% depending on the value of the total job.

We hope that this answers most of your questions. Please email joanne@eclectic-cool.com for any further questions or to book your first appointment.