



2021 Terms of Design

HOURS OF OPERATION & AVAILABILITY

Our appointment hours are generally during normal business hours, Monday through Friday. This includes emails, calls and texts. We do understand that many of our clients are unable to meet with us on weekdays and try to accommodate.

During peak seasons, we book weeks in advance. Please consider contacting us to discuss your project as early as possible.

We reserve the right to decline projects.

PROPOSAL & OUR HOME STAGING PROCESS

While many Staging companies charge a preview fee for the on-site visit, we have not yet instituted that policy. We believe that it often requires meeting us in person to develop the essential trusted relationship. If you book TWEAK for your all-important Staging, we will include an hour consultation time for our on-site visit and drafting a carefully constructed estimate, a process that requires far more than one hour. We reserve the right to charge for previews in the future.

STAGING & STYLING SERVICES

Real Estate Staging: We provide both Staging Consultations and Staging Rental services. Both services include: **TWEAK Seller's Kit**, our **Vendor Contact List**, and TWEAK Marketing Spotlight.

Staging Consultations generally take 2-3 hours with a 2 hour minimum required. We will thoroughly review the house and do work as we go. This is definitely an action-packed meeting. The sellers will be well on the way to getting their house on the market. A 2 hour Consultation is \$225.00 with additional hours billed at \$75/hour.

Our inventory of Staging Rentals includes Furniture, Lifestyle Accessories and Artwork. We will provide Staging Rentals to vacant houses. If we provide Staging Rentals for an occupied house, a larger security deposit is required. The project costs vary based on the number of rooms staged. Sometimes, an Accessory Package is all that is required. A 30-day minimum contract includes

administration, labor for prepping, packing, delivery, installation, de-installation wrapping and packing, restocking of inventory, on-site staging design & execution, and rental items for 30 days. Recent 30-day Staging projects with rentals have ranged from \$1500 - \$5000.

Real Estate Photo Styling / Pre-Photo Sweep: This design service is for our Staging Clients only. We can provide the Day Of Photos Styling necessary to ensure your MLS photos are truly “money shots”. The 15-20 minute Sweep is scheduled the day of photos. This service is \$50.

Design: We can provide room design, color consultations, furniture selection, furniture shopping and other services, Design Service is billed at \$100/hour.

Styling: Event decor, design and installation, visual merchandising, window display, and styling services.

Rental: Our rental service is only open to the trade.

STAGING COSTS EXPLAINED

We draft our proposals based on labor and materials needed for staging the house, not just working on site the day of staging, a lot of work goes on behind the scenes. We customize the design plan for the specific listing, reviewing our inventory to select the best items to showcase the house or purchasing items when necessary. We then pull selected inventory, pack inventory, movers load and deliver inventory, install, stage and design on-site. After your house is sold, we pack and movers load everything up, take and unload items in the warehouse, restocking everything. On average, 70-80 staff hours go into each project.

This business requires a lot of heavy lifting and labor. We hire professional movers so that the house and our inventory remain in good condition. Sellers appreciate the movers’ care and attention to detail. We also have staff maintain our facilities and our special inventory. Furniture and Art require care and attention.

PAYMENT & SCHEDULE

We are happy to accept credit cards, checks or cash. You will be invoiced with the credit card option, but let us know if you prefer another option.

Staging Consultations can be booked with us via email, text or telephone. Payment is required the day of consultation unless you have an existing TWEAK account. We will provide you with

professionalism and do so as scheduled. We require a 3 business day notice to cancel a Staging Consultation service or payment is required.

We can discuss available dates for executing a Staging with Rentals Agreement. The actual Staging date is **only** confirmed with a signed agreement and a 50% non-refundable deposit payment. The remaining balance is due 3 business days prior to your actual Staging date. Staging rental agreement cancellations are per individual contract.

Any Staging purchases agreed upon, such as live plants, linens, towels, etc. will be invoiced and must be paid prior to delivery. Additional requests and revisions must be signed off in writing prior to proceeding. The invoice will reflect all Staging, goods and services and must be paid prior to delivery.

For services outside the beltway (I-435 / I-35), a prorated drive fee will be charged. Typically this fee has been around \$20, but can vary with distance.

For Design, Redesign or Styling work, a retainer is required before we begin the project. All additional revisions, change orders, requests and purchases must be approved in writing prior to proceeding. The final invoice will reflect all Staging, goods and services and must be paid prior to delivery.

SCOPE OF WORK & DELIVERY

We are happy to accommodate any reasonable client requests, but please do so before your agreement is signed, especially before we arrive at the door. Additional inventory or staging change requests may add additional delivery and installation fees.

Any changes such as requesting additional inventory (by either home owners or agents), change of furniture & accessories, additional design hours on site caused by unfinished work (constructions, cleaning crew, electricians, tile installers, plumbers, etc.), will be presented in the final invoice.

We suggest property photos/professional photos are not scheduled without coordinating with us. We want to make sure the Staging, Design, Redesign or Styling project is complete and ready for photos.

DISCOUNTS & PROMOTIONS

We price our projects fairly and honestly. Like you, we have bills to pay and mouths to feed. As they say in real estate, it is best to quote your best and final price.

OUR INVENTORY

We source our inventory from a wide variety of vendors, including wholesalers and retailers. We curate a collection of specialized items that reflect our brand, bring unique value to our clients, reflect the current trends and fashion, and withstand the strain of frequent moves. Some of our items are from retailers you know and some are vintage or unique one-of-a-kind treasures.

Most of our inventory is for sale. Please let us know if you love something enough to want to own it. We can also frequently order the same or similar new items for you.

Our inventory is available for rent to the trade only for short term rentals such as special events, advertising or photo shoots and subcontracts to other professionals.

INSURANCE

We carry professional general liability insurance that only covers damages when we cause injury to others or others' property. Homeowners are responsible if TWEAK LLC furniture, accessories or art are damaged, stolen, removed or accidentally packed. All TWEAK LLC furniture, accessories and art are props only and intended for display only. TWEAK LLC is not liable for any unintended use.

NO GUARANTEE OF OUTCOME

We do excellent work, but cannot guarantee our work will yield your desired outcomes. Staging is a proven technique to best market a house for sale, but we cannot guarantee a listing will sell, sell faster and/or for more money. It is always our recommendation that you hire an experienced agent / broker who will help you price your property correctly and provide a winning marketing strategy.

PHOTOGRAPHY & MARKETING

We believe that a proven professional photographer is critically necessary to illustrate the results of a staged house. This marketing component can make all the difference.

We often take photos of our projects and may use them in social media, on our website or in publicity materials for marketing purposes. We try to coordinate our marketing of real estate listings with agents to multiply their marketing efforts and get clients to Sold. Your personal identity details will remain confidential unless you told us that you want to be known or if you published a public review or testimonial on a public website.