

# *BJ's Interiors*

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Thank you for considering BJ's INTERIORS for an in-home consultation on your custom window treatments. It is my pleasure to work with you on your decorating project and assist you in making the most appropriate selections to suit your style, needs and budget.

In order for you to fully enjoy the art of custom decorating and understand the working relationship between yourself and BJ's INTERIORS, I have compiled the following guidelines and procedures based on the most frequently asked questions by our clients.

The most important tools you will need to create a home that reflects your taste and lifestyles are:

- Patience
- The ability to make decisions
- A sense of humor

Remember: Decorating is not life-threatening! I'll do my best to make the process enjoyable and stress free. Choosing fabrics, trims and personal styles is meant to be a "fun" project; however, sometimes it can become frustrating when selections are unavailable or not in line with budget requirements. When working on your project, please keep in mind that there is a large product selection today and always, always alternative options available to suit your needs. I will work with you to find your best fit.

If your requirement is for blinds, shades or shutters, the process for measuring and working up an estimate is generally completed in one session. The appointment usually takes 1 to 1 ½ hours and you are never rushed. There is no fee for the estimate.

If you require more detailed decorating advice, such as window treatment design, fabric and trim selection and color coordination it will take two or more appointments to complete the process, especially if there are multiple rooms involved.

The initial one hour complimentary consultation is to gather information and assess your wants, needs, style and budget. The second appointment is a presentation of appropriate products, fabrics and style suggestions to suit your unique needs. The design fee for this appointment is \$50 per hour. If a decision to move forward is made at this time, 50% of the fee is applied to your purchase.

A 50% down payment is required to process your order.

The home fashion industry is full of wonderful products with a vast selection that can make each home unique. These goods are hand-made, custom-fabricated, and installed professionally. Therefore, they take time to select and fabricate. Soft fabric treatments, such as draperies, valances, bedding, pillows, and accessories take approximately 6-8 weeks. Re-upholstery takes 4 to 6 weeks. Furniture can take up to 16 weeks. Shutters generally run about 5-6 weeks. On the other hand, the majority of Hunter Douglas shades and blinds usually come in within 2-3 weeks.

Installations are scheduled at the availability of both you and my installer, usually within a one week time frame. We also install on weekends.

All fabric window treatments are fabricated by professional work rooms and by creative seamstresses. The fabricator who excels in the style you have chosen is used to work on your project.

Occasionally, you will experience delays due to back-ordered and discontinued products, trucking and/or shipping damage and plain old-fashioned human error. I ask your patience should delays or alterations occur. You'll soon find the long-term enjoyment you'll receive from your decorating decisions will far out-weigh any short term delays.

We will furnish references upon request. Most of our clients are referred; and we strive for a referral from you. We pride ourselves in our utmost, personal service and assure your complete satisfaction with your window treatment and decorating investment.

BJ's Interiors builds long lasting relationships along with personal designs for a distinctive lifestyle. Find out why our clients keep coming back.

Happy Decorating! Thank you for choosing BJ's INTERIORS

Sincerely,

Barbara J. & John Costa