

HACKETT HOUSE
Studio

e{Design} FAQs

Thank you for your interest in our e{Design} service! Below you will find answers to our most commonly asked questions. Additional inquiries can be emailed to hacketthousestudio@gmail.com

Q. What is e{Design}?

The e{Design} offering is a completely virtual interior design service intended for smaller to medium- sized projects. From bookshelf styling to full living room renovations, this service is customizable to your needs and includes a design board, layout sketch, purchase links to furniture and decor and up to two revisions per room. We offer concierge services to walk you through measuring or installation, purchasing furniture and decor, and to hire contractors or other professionals if the project requires. See the steps on page 5 to get started!



Q. How much does e{Design} cost?

HHS charges a flat fee for e{Design} services, as listed below. We do not charge a markup or procurement fee on products in the design, although occasionally we may provide affiliate links through our partner retailers. Affiliate links provide commissions to our team at no extra cost to you.

Bedroom - \$650

Living Room - \$650

Bathroom - \$650

Dining Room - \$650

Small Office - \$550

Office - \$650

Kitchen - \$850

Mudroom - \$450

Entry - \$450

Laundry Room - \$550

Playroom - \$550

Outdoor Living Space - \$550

Outdoor Dining Space - \$550

Home Exterior - \$650

Bookshelf or Built-In Styling - \$250

Kitchen Shelving Styling - \$250

Decor only | no furniture, any room - \$250

Wall Art Selection Only - \$250

Don't see your project listed? Email us at hacketthousestudio@gmail.com to inquire about pricing.

Q. What's included in the e{Design} service?

In this service, you will receive a visual mock-up of your requested space as well as a detailed and itemized purchasing list. We work with you through this process to make sure you understand how to place your furniture and style your decor pieces. This service includes two free revisions, meaning if you don't like any of the items we've selected, we'll find you alternatives. Occasionally, you may like items when you see them online but they are not as pictured or described when they arrive. If this occurs, we will work with you to find an alternative, even if you've already used your one allotted revision.

Q. What measurements do I need to provide?

Please provide the following:

- Length, width, and height of room or space
- Window width and height
- Number of doors and their location in the room
- Shelf clearing if styling a built-in or bookshelf

Q. What if I don't like a design I receive?

In our initial consultation call, we will discuss your desired style and what you want to get out of the project. Most of our clients found us on either Instagram and Pinterest, and therefore have a good idea of our aesthetic. We have never had an instance where someone outright rejected a design we created, but most clients do take advantage of their revisions. In most cases, the process is completed with no more than one revision and the client is typically elated with the end result. On the chance that we miss the mark completely, we will work with you to correct the error and ensure you're happy with the end result.

Q. How do I determine my budget?

Your budget is entirely up to you and we will work within the number you provide. Most of our projects have a budget of \$3,000+ for all furniture and decor. If you are unsure of what you'd like to spend, email us at hacketthousestudio@gmail.com and we can help to give you an idea of what past projects have cost for our previous clients. You can also view samples of our work on our instagram and on our Pinterest page.

Q. Do you offer discounts on multiple rooms?

Absolutely! Packaging rooms together is often the best way to get the most out of our virtual design services. Having our team do more than one room ensures that your home has a consistent look and designer-feel from room to room. We will provide package pricing during your initial consultation.



Q. Can you incorporate some of my existing pieces?

Definitely. We encourage you to use existing pieces when possible, but will inform you to be aware that it might influence the design direction of the room. We will discuss any pieces you want to keep in the design during your initial consultation, and will most likely ask you to provide pictures of the items so we can include them in our renderings.

Q. Will you work with my contractor to select hard and soft finishes for my remodel or new build?

The mock-ups and layouts we provide are typically sufficient in detail and don't usually require us to interface with your contractors. That services is more indicative of a full-service design project, but we are happy to consult with you should you have any questions about the coordination of our work and your contractor's needs.

Q. What if I don't want to go through the trouble of ordering all of the pieces myself. Can you do that for me?

Hackett House Studio does offer a Concierge Product Ordering Service for an additional flat fee of \$250. To take advantage of this service, you will receive an upfront invoice and for the total cost of the project which will need to be paid before our concierge can begin placing your orders, as well as a contract that will need to be signed. We will place all orders and communicate with you on estimated shipping times so you know when your items will be arriving. Please let your designer know if you'd like to take advantage of this concierge service.



The e{Design} Process

1

TO GET STARTED,
fill out [this form](#) to
submit your project
details and room
measurements

2

WITHIN 2
BUSINESS DAYS
we will reach out to
do an initial
consultation

3

RECEIVE YOUR
DESIGN PACKET,
provide revisions,
and implement your
design!

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