



1.1 Design service Packages + Delivery

Free consultation 'one room' only

Please note photos/images taken on the site are for illustration purposes only and are intended to be representative of potential interior design projects.

UK, London Residents Only

Each design package has its own time frame for when it will be completed and delivered (*after a full consultation has been carried out separately*). They will be aimed to be delivered by the days stated:

Package 1. **DESIGN ADVICE** – within 3 days (*1 week max*)

Package 2. **STYLING/DESIGN SCHEME** – within 1 week**depending on project scale (3 weeks max)*

Package 3. **PARTIAL PROJECT MANAGEMENT** – in connection to purchasing Package 1 or 2. Depends on when Client decides to start implementing* the scheme, dates will be booked in advance.

***Please note** the main aim and purpose is to help the Client plan out their specified space so the implementation stage is a lot easier and quicker. **Package 1 & 2** intend to recommend and inspire only, though as the designer, I will work towards achieving your ideal design to the best I can.

1.2 Design Fees

The price Client pays is only the design fee so this doesn't include buying any furniture's or items nor does it include the builders fees as this is purely a planning and concept design service Client is purchasing. Once the design scheme is purchased, implementation and completion of purchased scheme is entirely up to Client, for when the client does it and whom client uses to undertake the next stage of work (*the construction & decorating*). Clients budget must take in to consideration three different areas before contacting R Interiors:

- 1 **Design fee**
- 2 **Clients personal budget for all furniture and items for the specified space**
- 3 **Builders' fee**

Clients personal budget is what the Designer works around to get everything required for the space, this will be as a visual shopping list. Thus, please be aware nothing will be ordered for you* **Implementation of the purchased design scheme is a whole separate stage for which the Client is wholly responsible for.**

Designer can only suggest & refer Clients to builders, but it is the Clients decision of when to undertake the work of redecoration and for whom they use; whether own builders, family or friends is up to Client. **R Interiors** will not be responsible for any contractors.

***Package2** will consist of a full specification. Designer will present it to Client for Client to purchase direct. This will have details of where to buy all recommendations of furniture, lighting, floor and wall coverings. It is upon the Client to purchase all items, however *as stated on offer, Client can pick 4 (2 for Package1) items of choice* and leave it in the hands of the designer to carry out the order. Items Designer purchases must be paid for up front including delivery costs. Most items cannot be cancelled or returned. Hence, details of time and order payment must be arranged before or on final presentation. Designer cannot be held responsible for changes in price, stock issues and accuracy of the information. So Clients are advised to commence work as soon as possible. Should Client need more assistance with purchasing all the items on their specification, Clients may opt to seek help for that from R Interiors but at an additional fee • *Client goods Purchasing* • (Subject to feasibility).

• Client goods Purchasing

Designer can help purchase items especially when it is not possible for the client to do so, as in the instance of to-the-trade only goods. Purchasing is billed at an hourly rate (*contact for more info plus handling fee*), this will be invoiced to Client and is payable by Client upon receipt of invoice. Full deposit is required for each item and upon receipt of deposit Designer will place order. Cancellations will be assessed on a per-item basis; custom items cannot be cancelled or returned. If your order has not been accepted, you will receive an email or phone call from us to inform you. Client is wholly responsible for all items once delivered to them. All materials and goods supplied are under the warranty and responsibility of the original manufacturers and not R Interiors.

1.3 No Price Guarantee

Designer cannot guarantee prices of merchandise, interior installation, or other services not performed by R Interiors. Vendor pricing is subject to change and out of the control of R Interiors.

1.4 Booking Service

- All prices listed on R Interiors are correct at the time of entering the information, however, we reserve the right to change prices of any Service at any time. All prices include sales tax
- Discount codes are to be quoted first when enquiring about service in order to receive full benefits.
- Copy of the contract will be sent prior to the first meeting – possibly on consultation day, for client to purely read for their information. You must check all the details on the contract are correct and contact us as soon as possible for clarity before the 1st initial meeting.
- Confirmation of 1st initial meeting would have to be made on the consultation day.
- At the 1st initial meeting a decision must be made if not or to carry forward with the service.
- Contract must be accepted and signed by Client along with 50% deposit (*non-refundable*) on the 1st initial meeting, should you wish to proceed.

1.5 Important – Meetings + Cancellations

All meetings are to be held at clients' property unless arranged to meet elsewhere for when it's appropriate. Meeting time will be pre arranged and confirmed by signature from both sides, if any problems arises and the Client can not make it, Client must let the Designer know two days before the date of meeting so alternative arrangements can be made. Should you fail to notify R Interiors or do any last minute cancellation without a valid explanation then a £10 fee will be payable, fail twice, and the whole project will be terminated. **You are given two meeting (consultation & initial) to decide if you would like to proceed with the service.** If client proceeds, paying a deposit means you agree to all conditions. However if Client does opt out after this point, no refunds will be made and the project will be terminated instantly. A confirmation email will be sent out to Client stating the termination of project.

Meeting time and consultation for all the design packages are flexible, in most cases it may be less but no more then specified time on each package. Should you need more time, an hourly charge of £15 will be added to Clients overall bill.

1.6 Payments – Deposit - Refunds

- Client must provide 50% *non-refundable* deposit of all service packages, payment to R Interiors, on initial meeting and where stated, before any work can commence.
Pk1. A deposit of £75 has to be made on the first meeting i.e. Extended Consultation day should the Client wish to proceed.
Pk2. A deposit of £250 has to be made on the Initial Meeting should the Client wish to proceed.
Pk3. A deposit of £50 has to be made the day Client wishes to add this package to either PK1 or PK2.
3 (maximum 5) meetings at an hour and a half each. Extra hours will be charged at an **hourly rate of £20**. This will be added to the remaining balance at the end of the Project.
- NO REFUNDS - Due to the nature of the interior design business we cannot guarantee Clients will always like our recommendations. Hence why R Interiors take the time to arrange many meetings before the final presentation to make sure Client has the chance to refine and develop the ideas put forth until the Client is satisfied. Interior Design can be subjective. Unfortunately, R Interiors cannot provide any refunds if this is the case. However, Client may contact the Designer for additional support. Designer can discuss the design concepts further over the phone and perhaps make extra recommendations via phone/email in special cases.
- All Fees are due in cash, bank transfer or check upon receipt of Proposal or Invoice.
- R Interiors accept payments via a PayPal account. All credit and debit cardholders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to authorise payment to us, we will not be liable for any delay or non-delivery of Project. Final outstanding amounts must be payable to **Miss Rafia Begum** on presentation of final scheme or be paid within 3 days of receiving the invoice.
- Any promotions run by R Interiors will apply to 'one per Household' only.

1.7 Termination

R Interiors reserve the right to end agreement with Client and to suspend or terminate a Project immediately and without notice to you if:

- Client fails to make payment to us when due
- Client breaches' any of our terms and conditions

- R Interiors reserves the right to cancel project and refund the client **should the need/event arise**.

If Client desires to terminate business relationship, Client will be responsible for any outstanding reimbursable charges and hourly charges.

1.8 Photography

Client agrees to allow Designer to photograph Project during all stages of Design scheme, including completion of Project. Photographs will be used for business purposes and will not disclose location or Client's name without prior consent.

1.9 Reimbursable Expenses

Client agrees to reimburse Designer for all out-of-pocket expenses actually and reasonably incurred by Designer in relation to the Project, including but not limited to, renderings, drafting services, postage and handling, freight, delivery, storage and travel costs. Client is required to have insurance coverage for all furnishings and materials during handling, moving and storage. Client shall reimburse Designer for all reasonable travel, lodging, and meal expenses incurred by Designer in connection with the Project.

1.10 Privacy

R Interiors will not pass on your personal, credit or debit card details to any third party without your permission. We will never ask for personal details via email.

1.11 Planning/Permits

Client is responsible for permitting or any and all approvals required by any governmental agency.

1.12 Copyright

All intellectual property rights to and of the design provided will remain with Rafia Design – R Interiors. All rights, including copyright, in the content of the R Interiors web page are owned and controlled by **RafiaDesign**. In accessing R Interiors web page, you agree that you may only download the content for your own individual and non-commercial use. You are not permitted to copy, broadcast, download, store (in any medium), transmit, show or play in public, adapt or change in any way the content of the R Interiors web page for any other purpose whatsoever without the prior written permission from **RafiaDesign**.

1.13 Liability

We do not accept liability (except as set out below) for any errors and/or omissions contained in our website and reserve the right to change information, prices, specifications and descriptions of listed services at any time and without notice. If an error is discovered in the price of a service that you have ordered, we will inform you as soon as possible.

1.14 Your responsibilities if you break these Conditions

You agree that if you break these Conditions, or any liabilities are incurred arising out of your use of this website, you will be responsible for the costs and expenses that we or our officers, directors, employees, agents and suppliers incur as a result of the breach, including reasonable legal fees (if applicable).

1.15 Third Party Information

We cannot be held responsible for material displayed on third party websites or any other written material. The only prices that apply for R Interiors services are those stated on the R Interiors materials. We cannot vouch for the reliability of prices stated on shopping directories or through any other third party