



FREQUENTLY ASKED QUESTIONS

Q: When should I contact AMR Design for my interior design project?

A: As soon as possible! Good design takes time, so ideally, the sooner you come to us the better. We are happy to assist you no matter what stage you are in, but the earlier you come to us, the sooner we can make suggestions that will improve your space with the finishes, concepts or furnishings that are planned saving time and money, avoiding costly mistakes.

Q: What is the best way to communicate with AMR Design during my project?

A: We use a combination of e-mail, text, phone calls and face to face meetings throughout the project. For presentations of new material we prefer to meet in person whenever possible.

We do charge for communication as it is a vital part of the interior design process. We often need to go into files, compare samples or check with other trades to provide you with what might appear to be a quick response. All changes are also discussed with you, the client.

You have the right and obligation to report any issues or concerns as they occur to AMR Design so that resolutions can be found as quickly and efficiently as possible.

Q: Can I use my own trade's people/suppliers?

A: We always enjoy meeting and working with new people, and are willing to work with your trades if you are confident in their skill and abilities. That being said, we would be happy to assist you with your selection of contractors and other trades-people necessary to complete your project if you don't have any pre-existing relationships.

When it comes to the finer details, window treatments and custom upholstery, we prefer to recommend our own trades to ensure that you will receive a high-quality project in the end. You will always receive an estimate from our trades before you need to commit to their services. We are confident in their work and have developed trusting relationships over the years, and understand each other's requirements and appreciation for quality work.

On the legal side of things, we do need to be clear that the selection of the contractors and trades people that will be used to complete your project is yours alone, and that you will enter into contracts directly with each individual contractor or tradesperson, and are solely responsible for all costs and fees arising under those contracts. AMR Design is also not responsible, either directly or indirectly, for any of the work or other services provided, or any damage or other loss caused, by any of the contractors or trades people that you have hired.



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We will also need you to further acknowledge that AMR Design is providing no warranty, guarantee whatsoever with respect to any contractor or tradesperson that is hired, and that it is the client's sole responsibility to ensure that each contractor or tradesperson is satisfactory to the client, is properly trained and licensed, is bonded or insured to the clients satisfaction, follows the Designer's plans, selections and specifications, and performs its work in accordance with standard acceptable practice.

Q: Do I have any responsibilities as a client?

A: As a client, you are responsible for ensuring that all laws, by laws, building codes, regulations, strata-bylaws, and other requirements are satisfied, all necessary builders lien holdbacks are retained, and that all necessary building, electrical, and other necessary permits and allowances are obtained prior to work being commenced on the project.

You will also need to acknowledge that it is not the AMR Design's responsibility nor are we liable in any way if any requirement is not satisfied or permit obtained. It is your responsibility for ensuring that any work done or Items installed with respect to the project satisfy any and all structural, plumbing, electrical, and other requirements of the space and for making any and all inquiries in this regard. AMR Design is not responsible for the design of structural, electrical, plumbing, heating, or other mechanical systems that exist or might be needed for the project.

AMR Design will assist and advise you with respect to a variety of items which may be used for the Project, but you need to acknowledge that the selection of items to be used for the project are yours alone, and that we are not responsible for the quality of these items or their appearance or suitability in the space.

We will also need you to allow AMR Design reasonable access to the project space, as is necessary to perform the agreed-upon work. We will need you to acknowledge that the peace and privacy of your residence and space may be disrupted during the time that the project is being completed.

Q: What if I would like something I do not see in the packages?

A: Just contact us! We work on an hourly basis and can work with you to make your project the best it can be.



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Q: I see you charge a fee of \$450 for an initial consultation of two hours. Why is that?

A: A consultation adds value to your home from the first meeting. From the minute we enter your home we start looking for ways we can help you avoid many of the common and costly mistakes many people make when undertaking an interior design project. During one of our consultations, you will walk away with ideas and insights that we have spent over 15 years of our lives to be in a position to provide. Your investment in a consultation with us will pay for itself many times over.

Q: What are your rates for interior design services after the initial consultation?

A: Our current design fee is \$130.00 per hour with a half our minimum for a principle designer. Please reference the Design Fee doc on our website for all other related fees.

Q: How will I be invoiced for design time?

A: An initial consult or paint consult is paid at time of service.

At the onset of a larger more in depth project we ask for a \$1,500.00 retainer (representing approx. 10 hours of our services) to begin the work. Once your project is nearing the end, we will use this retainer towards our invoices. If there is any funds remaining from the retainer at the end of the project, and you do not owe any invoices, the remaining portion of the retainer will be returned to you.

Invoices are created monthly for our time and before purchase of any custom product. If there is time logged in our time-tracking system for that time period, you will be invoiced. Invoices can be sent cheque or email transfer

All payments are due in ten days after the client has received an invoice. If any invoice has not been paid in full by the client within 10 days of receipt, interest will be charged on the outstanding balance at a rate of 24% per annum from the date of the account until paid.

Q: Will I be charged for travel time?

A: We do charge the same rate for any and all time spent on a project, however, projects within the Edmonton area will not be billed for average travel time. Projects outside of this area may be subject to travel charges as well as projects with many short billable hrs.



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Q: Will you visit my construction project after your design work is submitted and the construction is being done?

A: We will periodically visit the space to observe the work that is being done and provide suggestions if necessary, however we are unable to provide constant on-site observation.

We also regularly check on any subcontracted work such as millwork, seamstress and upholstery progress to make sure that your project is coming together exactly how we envisioned.

Q: What is the process for purchasing trade-only products or materials?

A: Trade only items will be estimated for you before any order is placed. These are all considered special orders and a 50% deposit will be required at the time of order placement. Shipping will be invoiced once the item has arrived (and final shipping costs have come in), and the remaining balance will be due at that time.

Q: What is the process for purchasing store-bought items that are available to the public?

A: AMR Design will purchase items for you on your behalf, and in instances where we receive a discount (fairly common, ranging from 10%-40%), we will pass this on to you. Designer discounts on merchandise ordered directly from the supplier by AMR Interior Design shall be split 50/50 with Client. Cost of custom merchandise shall be split wholesale versus retail 50/50. If there is no discount available we charge a flat purchasing service rate of 15%.

Q: How can I pay my bill, retainer or order deposit?

A: We offer several quick and easy ways methods of payment including:

- email transfer to info@amrdesign.ca
- Cheques made out to "AMR Design"

Q: Will my project appear on the website, blog, or any other magazines/publications?

A: Once your project is completed, we will take photographs ourselves and chances are, we will show it off on the blog or in the news section of our website. Not all projects are shown in our online interior design portfolio, because we only have so much space. However, if we select your project to be shown, we will contact you to have a professional photographer take photographs of your space.



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Q: Great! I know exactly what I want. How do I get started?

A: Contact us today to talk about your project and what will be the right fit for you. We will review your project needs and get a feel for the aesthetic you are looking for. We can also discuss the way we work if you have any questions or concerns. Interior Design and Drafting www.amrdesign.ca

*These rates listed in this document are reviewed annually and are subject to change. Clients will be notified in advance prior to any rate changes. Rates will not change mid-contract.

** The drawings and specifications prepared by the designer are intended for design concept only and cannot be used for construction or architectural purposes.

The drawings and documents prepared by the Designer remain the property of the Designer and cannot be used by the Client for any purpose other than the completion of the Project by the Designer.