

## Michelle Lyons Interiors | The stages of our Full Service

Our Full Service is usually split into 4 stages. There is no obligation to continue with our full service, the client can decide to 'opt out' of any stage at any time subject to a project termination fee.

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Our **Design Proposal** service is a complete visualisation of your space.

Within this service you can expect:

- a full SketchUp to-scale Design inclusive of digital images
- a short animated 'walk-through' sequence of the space
- A paper-form presentation including a breakdown of our ideas such as furniture suggestions, dress items, ML's thoughts & ideas for the space, textures, fabrics, lighting etc...
- A physical texture board inclusive of fabric swatches, paint samples, textures, tile samples (if applicable) The texture board is for you to keep.

The Design Proposal is not inclusive of links to actual products and furniture. It is a full visualisation exercise. If you decide to opt out of continuing to work with ML, yet decide to physically develop the Design yourself, we can provide a spreadsheet with product links at an additional cost.

You are entitled to 3 major revisions of your Design Proposal. Additional revisions will be chargeable, and will be agreed before any re-designing takes place.

**Cost:** Fixed fee calculated based on the size and complexity of your project. To be paid as a one-off fee in advance. Fees start from **£595.00**.

**Timeframe:** We aim to complete Design Proposals within 6-8 weeks. Again, timeline subject to change depending on the size of your project. You will be notified if so.

If after the Design Proposal stage you wish to fulfil the Physical Developments yourself without any further services of ML Interiors. A Product Link Spreadsheet can be issued at an additional cost, starting from **£250.00**. Cost depends on the size and complexity of your project. This fee **will not** be issued if you wish to continue into the **Trade Management** stage.

After the Design Proposal stage, we'd enter the **Trade Management** stage - This will include:

- We will present a spreadsheet with product links to the furnishings that are found within the Design Proposal
- We will gather quotes from specific tradesmen that will be required for the job.
- We will present a letter headed document with a full breakdown of quotes from required tradesmen, as well as the service fee of ML Interiors to project manage the job inclusive of weekly site visits, administrative communication, mileage to/from the site.
- ML will also quote the service fee for the **Dress Stage**, if you decide to utilise our service beyond the **Physical Developments**.

**Cost:** This is a fixed rate of **£495.00** to cover issuance of a product link spreadsheet, time & administration liaising with trades, additional client meetings where applicable as well as site visits. This will be invoiced in advance.

**Timeframe:** This stage may take 2-4 weeks.

If you decide to terminate the service of ML during this period, the fee is non-refundable, however you will be supplied with the spreadsheet of product links.

If you require any additional revisions to the Design Proposal or ML deems this stage to be more demanding than originally thought, it is possible that ML will charge additional time at an hourly rate to finalise this stage. The rate will be discussed and agreed before any work continues.

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Next we'd enter the **Physical Development** stage - once all the quotes are in and agreed.

- We'll begin discussion on lead times to physically come in and make the visualisation a reality.
- We will determine a payment plan for the duration of the project. Usually this will be 25% upfront deposit, 50% mid-way through the project, 25% at the end of the physical stage before the **Dress Stage**.
- We will work alongside all tradesmen during the physical build, and act as the project manager to ensure the work is being carried out as expected and to the standard of ML
- We will organise 1-2 weekly site visits (maybe more dependent on the complexity of the project).
- During this time we will also work with you to discuss a Dress Item budget. The Dress Item budget will cover any smaller items such as vases, blankets, candles etc that won't be included in

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the Product Link spreadsheet. You will see that Dress Items are often purchased by ML and kept as a surprise to the client until the final Dress Stage.

**Cost:** The ML Interior Service cost will be determined during the Trade Management stage alongside the tradesmen quotes. We will also invoice separately for the Dress Item budget, and expect payment to be made in advance before any Dress Item purchasing begins.

**Timeframe:** This stage spans over the entirety of the building stage, until the last tradesmen leaves the site.

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Lastly, we enter the **Dress Stage**, often the icing on the cake!

- Once the tradesmen are off site, the ML team will come in and style the space using all of the chosen furnishings and dress items we've selected during the Trade Management process, even down to lighting candles and presenting fresh flowers, ready for client presentation.

**Cost:** The ML Interior Service cost will be determined during the Trade Management stage alongside the tradesmen quotes. This fee will be invoiced at the very end of the Dress Stage and will act as the full settlement invoice. This invoice will include any additional fees that have been incurred throughout the project such as item postage fees if applicable, purchasing fees if applicable, additional Dress Item fees if applicable.

**Timeframe:** This stage can take 2-4 full days depending on project complexity, and is usually best if the client stays away from the site, so that they have the WOW factor when the space is completely ready to be presented.

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## Payment Expectations

Please know there is no obligation to fulfil each stage of the Full Service. You have the opportunity to opt-out of using ML Interiors Services at any time. However, please note there may be costs incurred if the project is terminated during a stage.

If the Design Proposal service is terminated by the client at any point during the process, this fee is non-refundable.

If the Trade Management service is terminated by the client at any point during the process, this fee is non-refundable.

If the Physical Development service is terminated by the client at any point during the process, there will be a project termination fee to cover the costs incurred up until the point of termination.

We really look forward to working with you. Please feel free to ask any questions!