



k.smith interiors
design your life

Our process, policies and other important information

Contents

Mission	3
Process	3
Company Policies	4
Important information	5



k.smith interiors
design your life

Our Mission

At **k. smith interiors** we strive for excellence, detailed communication & thoughtful coordination thru out each project with our clients, GC's & trade partners. We rely on a thorough "step by step" process, years of experience, quality products & workmanship to create beautiful results for our clients.

Our Process

- Consultation – onsite
- Scope of Work, Letter of Agreement & Design Contract – Phase 1
- Review Agreement, Collect Deposit & Signature to Initiate Project
- Schedule Trade Day – Onsite Measurements, Photos & Final Criteria Meeting w/Client
- Execution – Draw Plans, Renderings, Elevations & Sourcing Materials & Products
- Design Package Presentation in the KSI Studio
- Client Review/Feedback, Revisions Addressed
- Present Updated Design Plan and Review Budget
- Collect Deposits & Signatures - Phase 2
- Place Orders (surfaces, finishes, fixtures, furniture, etc...)
- Initiation of Construction/Remodel Project with GC & Trades
- Track Materials & Coordinate Schedules
- Job Site Walks w/GC & Trades
(per contract, during construction & installation of surfaces & finishes)
- Furniture Installation & Styling per Furniture Package - Phase 3
- Client Reveal & Job Walk Thru - Quality Assurance Review
- Resolve Deficiencies
- Client Closure Meeting, Collect Final Invoice & Presentation of Final Packet



k.smith interiors
design your life

Our Policies

- **Office Hours - Monday- Friday 9AM – 4PM**

Client meetings are by appointment only, offered in studio or on site as needed

- **Contact – your designer or the Owner/Principal Designer**

Email: kristi@ksmithinteriors.com or Kristi Smith (714)720-3414

KSI Studio Address: 151 Kalmus Dr., Suite B100, Costa Mesa, CA 92626

- **Communication**

The success of your project is contingent upon open communication. We will do our best to reply within 24 hours (business days) to any form of communication. Our recommended communication is email.

We try to reserve text messages for family and friends, or quick messages (i.e. “I am running 10 minutes late due to traffic”).

- **Meetings**

We request that all meetings be scheduled at least 72 hours in advance please. We also request that if you need to reschedule, please give us 24 hour notice. We understand that the unexpected can happen, but we appreciate the professional courtesy, thank you.

Unless other specific arrangements are made, the presentation of your design plan will take place in our design studio in order to allow us to professional display samples, boards, 3D renderings and any collateral materials to properly convey the design concept and details for your unique project. If a follow up appointment is needed at your home, that will be arranged. In addition to our studio in Costa Mesa, we have showrooms available in Anaheim and Lake Forest for meetings, and we are happy to schedule appointments with our clients at various trade showrooms as well.

- **Payment**

Your payment schedule is outlined in the “Letter of Agreement”, all invoices will be sent via email. Payment accepted directly via credit card will be subject to a 3% transaction fee. Payment is also accepted via bank to bank transfer with a 1% transaction fee. We also accept payments via check made payable to – **k. smith interiors.**



k.smith interiors
design your life

Important Things We Want Our Clients To Know

#1 OUR GOAL

We want to be thrilled with the final product! We will strive to exceed your expectations. ***Remember this! ***

#2 LET'S TALK ABOUT IT

Communication is the key to a successful project. Respect is equally important. We believe in timely and accurate communication. Our team consists of working parents. We value our family time and yours. Non-emergencies will be addressed during normal business hours.

#3 PROBLEM SOLVING

Things will go wrong. This is not an exact science. Our team has the experience to address and resolve any issues we may encounter.

#4 NO STRESS

Enjoy the process! Don't stress! That's our job!

#5 TIMING IS EVERYTHING

Timely decisions will keep your project moving. Timelines slip and product availability changes when decisions are delayed.

#6 MONEY TALKS

Prompt payment of retainer requests, deposits, and invoices will keep your project on track. Slow payments cause the project to lose momentum. For this reason, we collect in advance for design service and materials.

#7 DOES THE SHOE FIT

Just because you love something doesn't mean it's right for you or your home. We will provide you with a form, fit, and functional design.

#8 MRS. KRAVITZ

Your neighbors are not in charge. Your project is not their project. We work for you.



k.smith interiors
design your life

#9 TOO MANY COOKS

Your friends and family members are not your designer. Too many opinions, even from well-meaning people, end up costing you time and money. You have hired us. Trust us.

#10 WE'RE ONLY HUMAN

People build things, create things, and install things. The items for your project are no exception. There are industry standards for construction, furnishings, and fabrics. It is our job to determine what is within the industry tolerances base on our experience.

#11 BEST GUESTIMATES

Lead times are quoted by our suppliers and contractors. We do not set ship or completion dates. Please be prepared for longer lead times as many factors can impact the timelines.

#12 FINAL SALE

Furniture, custom and special-order items cannot be returned.

#13 "SURPRISE" IS NOT AN EMERGENCY

Birthdays, Holidays, Parties, and Guests do not speed up your project. We want to complete your project in a timely manner. Rushing our team and applying pressure does not change the schedule. However, it does take the joy out of the project. Please be patient and allow us the time needed to get it right.

#14 EVERYTHING HAPPENS FOR A REASON


Items can be backordered or discontinued without warning. If this occurs, we will work quickly to source a comparable replacement. In our experience, this usually happens for a reason and our clients fall in love with Plan B.

#15 STEP BY STEP

Your items will be handled multiple times on the journey to your home, the final destination. Shipping, receiving, delivery and installation are 4 separate services and we manage them all.

#16 THE BIG REVEAL

We understand how exciting installation day is for you. It's exciting for us too. We will invite you to see the finished product as soon as it is complete. No Peeking.



www.ksmithinteriors.com

