

Online Interior Design Services Agreement

Valley House Interiors (the Designers) are providing Online Interior Design Services for you (the Client). This agreement is a binding contract between you, the Client and us, the Designers. By buying our E-Design Service, you agree that you have read, understood, and will be bound by the below. If you do not agree, then you may not use the service.

1. By purchasing an Online Interior Design Service the Client agrees that he/she is 18 years of age.
2. The client can purchase the online interior design service on the website or an invoice will be sent after receiving the filled-in questionnaire. The online interior design service will start after receiving an agreed deposit. All fees are collected in Pounds Sterling and payments can be made via bank transfer, Stripe, PayPal or credit card on the website.
3. Online Interior Design Services are a consultation service only. All recommendations are regarded as suggestions to improve the look of the Client's space and not intended for construction purposes. The designer makes no representations, and expressly disclaims all responsibilities, about the suitability, for any purpose, of the Design Concept. The design scheme is provided "as is" without expressed or implied warranty of any kind. The designer cannot be held responsible for arranging repairs, replacement or freight claims for purchases made in conjunction with recommendations for the Project.
4. The Client will provide all information (questionnaire, space measurements) accurately. After the Designers received this information from the Client no full or partial refunds will be given in case of cancellation. The Designers will recommend concepts, colour schemes, and products for the Client that may include but are not limited to, furnishings, accessories, fabrics, wood finishes, paints, wall coverings, etc. These selections will be made based upon the information provided to the Designers by the Client. The Client agrees to provide full information regarding the Client's requirements for the Project at the initial

interview. The Designers will not be responsible for the accuracy, reliability and completeness of the information as provided by the Client. This includes but is not limited to, incorrect measurements and dimensions, unclear photos and misinformation as gathered through the design process. Initial, in-person consultation and site measuring sessions can be arranged for an extra fee within the West Sussex area.

5. All communication is made via email or phone call. The client can't expect to get a response on weekends and bank holidays.
6. The Client will receive 1- 2 concept boards (depending on the package purchased) with up to 3 selections of furniture items (e.g. max 3 options of sofas). After receiving the 2 concept boards the Client can make up to 2 revisions. If the Client wants more revisions an hourly fee of £75 will be charged.
7. The Designers shall not be held responsible for the means, methods or procedures of construction, fabrication, delivery or installation, or safety precautions in connection with supplies, suppliers or third parties in connection with the project, or for any failure of them to meet schedules or completion dates. Furthermore, the Designer shall have no liability for the design of electrical, plumbing, heating or other mechanical systems that exist or might be needed. The Designer shall not be liable for any damage to the Client's premises, the Client's property, or its personal belongings due to the act or omission of hired laborers, contractors, carpenters, plumbers, electricians, installers or other tradespeople.
8. The Client is responsible to verify the fit of each recommendation and verify the item (s) can be delivered into the room through elevators, doors, passage clearances, etc. and within the space (pipes, base trim, window heights, etc.). The Client and contractor are responsible for review and verification of dimensions or quantities. The Designer has no control over market conditions, availability of labor, contractor or fabricator's method of pricing or construction. Estimates of fixed costs prepared by the Designers represent the Designers' best judgment as a professional. The Designer does not have control over manufacturers, laborers, delivery, or showroom costs and accordingly, cannot and does not warrant or represent that prices will not vary from the prepared estimates. The Designer's total liability for any cause of action related to these

Terms and Conditions shall be exclusively limited to and shall not exceed the fees received by the Designers for the performance of the Services under this Agreement.

9. The Designers will select products and materials based on current availability. If there is a delay between receipt of a design plan with specifications and the time of purchasing and a product or material is no longer available the Designers are not responsible or liable to reselect.
10. Some packages (Design Master Plan and Signature Service) include 3D rendering and models. 3D modeling helps to work through any design obstacles and communicate the design concept to the client or trades. 3D modeling makes it possible that the client can see the flow of the space, and the color and texture scheme. The client can expect a close representation, but not an exact image of what the space will look like. The reason for this is, that identical textures/patterns and objects that are included in our designs aren't always readily available as 3D models and may need to be developed.
11. Some products in the design boards have affiliate links. Valley House Interiors has partnered with companies with which it shares the same values and believes in its products and quality. The Client has no obligation to buy affiliate products, but if the Client decides on an affiliate product, there is no fee to pay on the Client's side. A small commission will be paid by the product seller to Valley House Interiors.
12. The Designers may change the design packages and offerings, fees and timelines, and processes at any given time, but will give a notice of 2 weeks.
13. In the design packages (sourcing list) we will include links to third-party websites. The Client agrees to access those websites of their own doing. We only link to websites we use regularly and are familiar with but are not liable for your usage of those sites.
14. Because of the nature of the online interior design service, there are no refunds or returns on purchases. In the case of an extenuating circumstance, the client may email info@valleyhouseinteriors.com to discuss.
15. The Client agrees to send "before and after photos" or, when local, allow the Designers to take photos of the project during all stages of development,

including after project completion, and use the photographs or any part thereof in connection with any marketing, promotional and/or advertising campaigns of the Designers. Photographs will be used for business purposes only and will not disclose the Client's name without prior consent. The Client hereby grants the Designers permission to include a description of the project in any marketing, promotional and/or advertising campaigns, and the Designers shall obtain permission from the Client prior to using the Client's name.

16. The Online Interior Design packages expire within 90 days of payment being made by the Client. No full or partial refunds will be given for delays on the part of the Client for the above steps.