

Ground Rules

We are always excited to work with new or previous clients and there are many ways you can engage us to work with you on your next project. We want to make this experience as easy and as stress free as possible, and part of that is clear communication. This is why we have put together, in addition to our terms and conditions, our Ground Rules and our Design Fees so you can understand what we can expect from each other and to support our 100% Happiness Guarantee

1. Our fees

In most cases we don't charge a design fee. We welcome you to our showroom for a chat and we will come to your house for an initial survey. We will create a single design where you can revisit us to explore the design and discuss the price. Our commitment fees, most of which are refundable against an order for supply, are to make changes to the design or specification for further review or to release the renders and specifications. We charge these fees as we are a design-led company that doesn't just put boxes on the walls, we carefully consider the layout, specification, functionality, materials and colours to ensure you have a design to enjoy for life.

2. The elephant in the room - Budget

Discussing budgets can sometimes feel like an uncomfortable conversation, you may not know how much to allow or feel like suggesting a generous budget means we will allocate it all into the design. Understanding budgets at the outset, it guides our initial thoughts, will save us all time and will help reduce further design fees with iterations if we come up with a design significantly more than what you wanted to spend.

3. What to pay and when

When we come to order the supply of your goods we ask for a 60% deposit, we will then place all the appropriate orders with our suppliers. In the case of supply only we will then ask for the remaining 40% before delivery. If we are to install, then 30% is payable with a final 10% upon satisfactory completion.

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In the event that you request a change to the delivery date for any reason, please note that the remaining balance must still be settled against the original delivery date. Additionally, our suppliers will have already produced and delivered the items by that time, so payment will be required to cover their costs. Failure to fulfill this requirement may result in a delay to your delivery and installation schedule. We acknowledge that delays may occur, and therefore, we offer competitive rates on storage and re-delivery.

4. Our 100% Happiness Guarantee

Our priority at Spaces is your happiness. Which means we stand by our product and service 100%, no matter what, no questions asked, no holds barred, no ifs, no ands, no buts. If you have a problem, we will solve it, whatever it takes. We're here for you. Happiness. Guaranteed.* That is not to say every project doesn't have the occasional hiccup, unexpected issues may reveal themselves after we clear a room ready for install, or a manufactures delivery date may change. So we will keep in the loop, and we ask you do the same for us so any wrinkles can be ironed out as quickly and efficiently as possible.

5. Feedback and testimonials

We are always looking at how we can improve our products and service and we would really appreciate your time completing the short survey we will send on project completion.

6. Photography

We like to stand up and shout about our projects and often put photos of our projects, before and after, on our website and social media platforms. Hopefully you are as proud as we are to show these off, but if you prefer not to, then please let us know.