



Client Welcome Packet

Everything you need to know when working with us.



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Welcome.
it's nice to meet you.

I'm so excited to be submitting this info for your perusal

Congratulations on starting your new interior design journey!

In this info packet you'll find all the basic information you'll need to help you understand how we at Design By Ei Wood will be able to assist you in realizing your dream space. This includes a better understanding of our workflow as well as your options in terms of design packages and cost to empower you in ensuring the best design option for your unique project.

Firstly though, ask yourself: are we a good fit?

We believe in the positive change and experience that well designed spaces can bring; and in beautiful, functional spaces that serve our clients by empowering & enhancing their brands, whether that be a business brand or personal brand.

Through the use of human-centered, interior design, we aim to uplift and evoke positive change and wellness. We stay true to function and aim to inspire through creative thinking, while staying finely tuned to our client's needs through collaboration and clear communication.

These are our values, do they align with yours?

We offer multi-platform interior design service packages at your choice of project investment level. No matter the scale of project and services required, we have a solution for you.

If the above sounds good to you, read further to find out how we can be of help in designing and transforming your space.



The Details

We know that your project is unique, whether it's an office space, workshop, showroom or your home, it'll need it's own unique design that won't only be aesthetically pleasing, but will also need to function specifically catered to it's purpose.

With that in mind, every design project needs to follow a well thought-out creative process and needs a base to be implemented with ease and ultimate success.

At Design By Ei Wood we offer multiple Design Packages based on the below workflow process. Not all projects require every stage, but having a well structured foundation will ensure the best chance for both you and us to design and complete a successful project.

Typical Project Workflow



1. Briefing & Consultation

The initial meet and greet where we discuss your specific design needs and set the tone for your design concept.



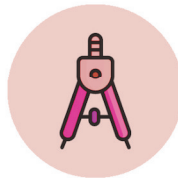
2. Detail Planning & Design

Once the concept design is approved and design fee agreements are in place, we'll dive into the detail design and space planning phases.



3. Furniture & Décor Procurement

At this stage we've ironed out the kinks and the design in terms of layout and finishes is complete. Time to choose your furniture!



4. Construction Conversion & Details

Time to convert those detail design drawings to construction plans. We add vital instructions and info to stay NBR compliant, so that all contractors know exactly what's needed on-site during the build.



5. Contractor Procurement & Project Management

This stage is where contractors are sourced and appointed for the build. We also offer on-site consultation and management where we work closely with the construction team to ensure the highest quality on-site.



6. Close-out

Come stage 6 your space will be ready for you to enjoy, at which time I'll remeasure and make sure the plans you receive to keep, matches what has been installed and built.

Your Package Options

Offerings

	1	2	3	4
	Refresh Online	Design Refine	Design Rework	Rework On-site
Free ideas board	✓	✓	✓	✓
Detail Design:				
• Detailed Digital Mood Sample Board	✓	✓	✓	✓
• Demolition Layout			✓	✓
• Detailed Space Layout	✓	✓	✓	✓
• Furniture Location Layout	✓	✓	✓	✓
• Structural Wall & Interior Door Layout	✓	✓	✓	✓
• Wall & Floor Finish Layout	✓	✓	✓	✓
• Ceiling & Lighting Layout	✓	✓	✓	✓
• Interior Glazing & Door Elevations			✓	✓
• Design Element Elevations	✓	✓	✓	✓
• Electrical & Plumbing Layouts			✓	✓
• Joinery Drawings			✓	✓
• Joinery Location Layout			✓	✓
• 3D Line Drawings	✓	✓	✓	✓
• 3D Realistic Renders			4	8
Furniture Sourcing & Procurement:				
• Shopping List	✓	✓	✓	✓
• Option to procure via Design By Ei Wood			✓	✓
Construction Conversion & Details		✓	✓	✓
Contractor Procurement & Project Management via Design By Ei Wood				✓
Council Submission Drawings				
Close-Out Documentation			✓	✓
Virtual Client Consultations	✓	✓	✓	✓
In-person Client Consultations		2	5	12

Your Options

Which package will be best for you?

01 Refresh Online

This design package is for you if you're keen on embarking this journey with us virtually!

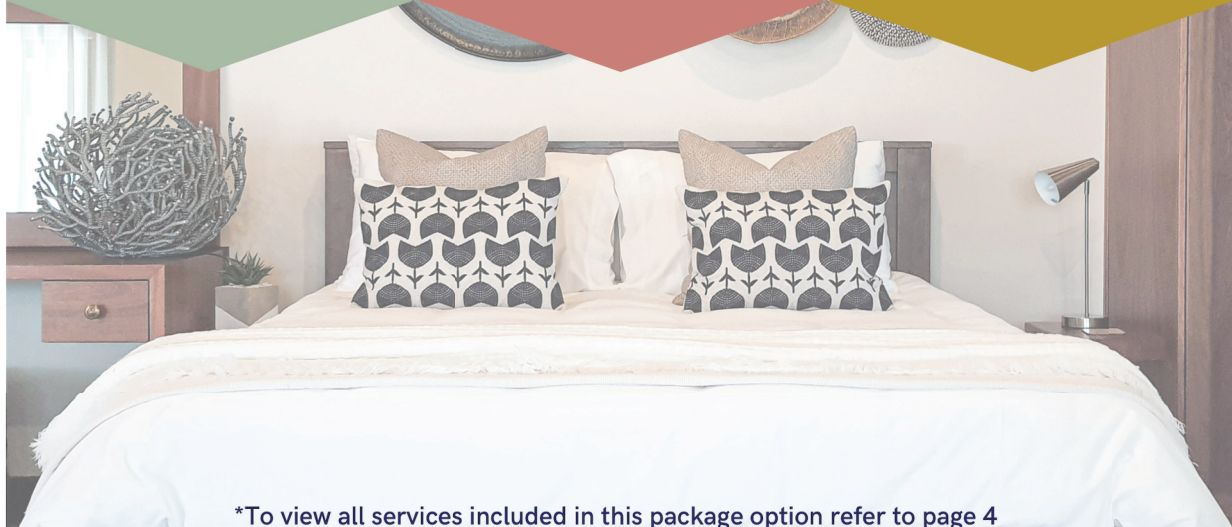
This is a DESIGN ONLY package and is perfect if you feel comfortable taking the DIY route to complete the final design by purchasing all the furniture and décor yourself, as well as appoint and manage any contractors that you may need to install flooring, paint walls or any other work that you may not have the practical skill to achieve.

This package serves to be a guide only and you are welcome to use this design plan and source alternative finishes, furniture and décor items to meet your budget.

It includes virtual up to 2 consultations with us to refine and make changes so that you have the perfect 'manual' to follow.

Package Fees

Level 1	Level 2	Level 3
Spaces Less Than 100sqm	Spaces Between 100sqm - 500sqm	Spaces Between 500sqm - 1000sqm
R4700.00 excl VAT	R9540.00 excl VAT	R15 000.00 excl VAT



*To view all services included in this package option refer to page 4

Your Options

Which package will be best for you?

02 Design Refine

This design package is for you if you're looking for a light make over, therefore just refining your space a little and creating a new look.

This is a DESIGN ONLY package and is perfect if you feel comfortable taking the DIY route to complete the final design by purchasing all the furniture and décor yourself, as well as appoint and manage any contractors that you may need to install flooring, paint walls or any other work that you may not have the practical skill to achieve.

However, we will include up to 2 in-person consultations with you to work through the design as well as up to 2 virtual consultations. This package serves to be a guide only and you are welcome to use this design plan and source alternative finishes, furniture and décor items to meet your budget.

Package Fees

Level 1	Level 2	Level 3
Spaces Less Than 100sqm	Spaces Between 100sqm - 500sqm	Spaces Between 500sqm - 1000sqm
R5950.00 excl VAT	R10 750.00 excl VAT	R16 500.00 excl VAT



*To view all services included in this package option refer to page 4

Your Options

Which package will be best for you?

03 Design Rework

This design package is for you if you need us to create a design for your space as well as purchase furniture and décor on your behalf. This package is perfect if you require an interior designer's input and would like the interior designer to handle the aesthetic design installation for you, so that you don't need to manage orders and continually follow up with suppliers to find out when deliveries will take place. Any hassles with furniture and décor orders will be taken care of by us!

Any design elements that will require structural changes such as replacing the floor finish, will be included in the plans and you'll be able to use these plans to issue to your contractor and work hand-in-hand with them as you realize your dream space. However, please be aware that this package does not include on-site consultation and support with regards to construction and applicable contractors and you will be responsible for procuring, appointing and managing all contractor related work during the project.

Instead Design By Ei Wood will return to site once it's ready to be styled and a small team will place furniture items, hang wall art and add that finishing touch that ties a room together.

Package Fees

Level 1	Level 2	Level 3
Spaces Less Than 100sqm	Spaces Between 100sqm - 500sqm	Spaces Between 500sqm - 1000sqm
R12 000.00 excl VAT	R18 600.00 excl VAT	R25 800.00 excl VAT



*To view all services included in this package option refer to page 4

Your Options

Which package will be best for you?

04 Rework On-site

This design package is for you if you need us to create a design for your space as well as purchase furniture and décor on your behalf and procure and manage various contractors required to complete the design. We will also do an initial site-visit to measure up the space and draw up existing basic plans which we will need in-order to create the design. Once construction is complete on-site, we will place the purchased items and style it for you to complete a 'Pinterest Worthy' space.

This package is perfect if you require an interior designer's input and would like the interior designer to handle the aesthetic design installation for you as well as manage the various contractors in terms of budget, assisting in defining an installation timeline and arranging the installations on-site.


With this option we will do on-site inspections and work hand-in-hand with the contractors to ensure the space is completed timeously and to a high-quality standard.

It's a hands-off approach where you sit back and let us take care of the entire project.

Please take note that the package fee does not include the project fit-out budget and will be costed separately once the design is approved.

Package Fees

Level 1	Level 2	Level 3
Spaces Less Than 100sqm	Spaces Between 100sqm - 500sqm	Spaces Between 500sqm - 1000sqm
R30 000.00 excl VAT	R46 200.00 excl VAT	R80 600.00 excl VAT



*To view all services included in this package option refer to page 4

Terms & Conditions

01 Refresh Online

A Fixed package fee of R4700.00 for Level 1 and R9540.00 for level 2 will be required and will be due upfront after the client brief consultation and upon receiving the FREE ideas board.

A Fixed package fee of R15 000.00 for level 3 will be required and 60% Deposit will be due after the client brief consultation and upon receiving the FREE ideas board. The 40% balance will be due prior to the hand-over of the detailed furniture specification documents and final installation.

The above fee is subject to a duration of 3 weeks for level 1, 5 weeks for level 2 and 8 weeks for level 3.

Should the project be delayed due to lack of information received from you, an additional charge of R150 per day will apply for every day past the initial time duration agreement and will be due for payment prior to the hand-over of the detailed furniture and specification documents.

If delays are caused by Acts of God and are otherwise completely out of your control, you may contact us and we can discuss the option to review.

This design package option includes basic technical drawings for information but is not suitable for complex refurbishment that require a full set of construction drawings.

02 Design Refine

A Fixed package fee of R5950.00 for Level 1, R10 750.00 for Level 2 will be required and will be due upfront after the client brief consultation and upon receiving the FREE ideas board.

A Fixed package fee of R16 500.00 for level 3 will be required and 50% Deposit will be due after the client brief consultation and upon receiving the FREE ideas board. a 45% Installment will be due prior to the hand-over of the finalized design documents and the 5% will be payable upon project completion.

The above fee is subject to a duration of 4 weeks for level 1, 6 weeks for level 2 and 9 weeks for level 3.

Should the project be delayed due to lack of information received, an additional charge of R150 per day will apply for every day past the initial time duration agreement and will be due for payment prior to the hand-over of the detailed furniture and specification documents.

If delays are caused by Acts of God and are otherwise completely out of your control, you may contact us and we can discuss the option to review.

Terms & Conditions

02 Design Refine Continued

This design package option includes basic technical drawings for information as well as construction level layouts but is not suitable for complex refurbishment that require custom built-in features and joinery detail drawings.

Prior to commencement of a project, a service level agreement will need to be read and signed by both parties to comply with the South-African Council of Architectural Professions Code of Conduct.

**Disclaimer: The above costs are only applicable to clients located in Johannesburg, Pretoria and surrounding areas. For locations outside of the above mentioned areas additional travel costs will apply as required.*

03 Design Rework

A Fixed package fee of R12 000.00 for Level 1 will be required and will be due upfront after the client brief consultation and upon receiving the FREE ideas board.

A Fixed package fee of R18 600.00 for level 2 and R25 800.00 for level 3 will be required 50% Deposit will be due after the client brief consultation and upon receiving the FREE ideas board. a 45% Installment will be due prior to the hand-over of the finalized design documents and the 5% balance will be payable upon project completion.

The above fee is subject to a duration of 5 weeks for level 1, 7 weeks for level 2 and 11 weeks for level 3.

Should the project be delayed due to lack of information received from you, an additional charge of R150 per day will apply for every day past the initial time duration agreement and will be due for payment prior to the hand-over of the detailed furniture and specification documents.

If delays are caused by Acts of God and are otherwise completely out of your control, you may contact us and we can discuss the option to review.

This design package option includes a full set of technical drawings for construction and can be used to issue to the relevant contractors for a complete refurbishment. However it does not include contractor procurement and project management, snagging or full close-out documentation. It does include furniture and décor procurement and installation and Design By Ei Wood will therefore return to site once it's ready to be styled and a small team will place furniture items, hang wall art and add that finishing touch that ties a room together.

Prior to commencement of a project, a service level agreement will need to be read and signed by both parties to comply with the South-African Council of Architectural Professions Code of Conduct.

**Disclaimer: The above costs are only applicable to clients located in Johannesburg, Pretoria and surrounding areas. For locations outside of the above mentioned areas additional travel costs will apply as required.*

Terms & Conditions

04 Rework On-site

A Fixed package fee of R30 000.00 for level 1, R46 200.00 for level 2 and R80 600.00 for level 3 will be required and 50% Deposit will be due after the client brief consultation and upon receiving the FREE ideas board. The 45% installment will be due prior to the hand-over of the detailed furniture and specification documents and 5% balance due PRIOR to final installation and close-out documentation.

The above fee is subject to a duration of 10 weeks for level 1, 16 weeks for level 2 and 20 weeks for level 3.

Should the project be delayed due to lack of information received from you, an additional charge of R150 per day will apply for every day past the initial time duration agreement and will be due for payment prior to the hand-over of the detailed furniture and specification documents.

If delays are caused by Acts of God and are otherwise completely out of your control, you may contact us and we can discuss the option to review.

This design package option includes a full set of technical drawings for construction and can be used to issue to the relevant contractors for a complete refurbishment. This includes contractor procurement and project management, snagging or full close-out documentation. It also includes furniture and décor procurement and installation, and Design By Ei Wood will therefore handle the full project from start to finish.

Prior to commencement of a project, a service level agreement will need to be read and signed by both parties to comply with the South-African Council of Architectural Professions Code of Conduct.

**Disclaimer: The above costs are only applicable to clients located in Johannesburg, Pretoria and surrounding areas. For locations outside of the above mentioned areas additional travel costs will apply as required.*

05 Tailored Options

for spaces larger than 1000sqm or where none of the package offers seem to fit your requirements.

If your space is larger than 1000sqm we can still be of service or if you feel none of the above options meet your specific project criteria, we can create a custom quote for you based on square meter rates.

Kindly contact us at 081 041 4182 or irene@eiwood.co.za to book a free briefing session which will enable us to discuss your exact requirements and draw up a custom quote accordingly.

Expectations of You

to get you the best results possible

01

To be honest about the services you will require, the size of the project, budget constraints and your skill set constraints. Be clear about whether you would like to handle the procurement and installation yourself or whether you will need assistance to do so.

02

To read through each design package and upon choosing your ideal package, to agree to accept all terms and conditions as well as constraints. Alternatively upon choosing a Tailored package, communicating clearly what your expectations and service requirements are.

03

To provide accurate and clear information at all times and commit to the project by signing the project service level agreement based on your chosen design package option.

04

To communicate required information to Design By Ei Wood in a timeously manner and adhere to estimated timelines unless otherwise agreed to, due to Acts of God or circumstance outside of your control.

05

To at all times be professional and respectful during the project duration, work within business hours and make the required payments on-time as per agreed client contract.

Project Brief Client Questionnaire

question

What type of space are you looking to re-design and why?

answer

question

Do you have a particular design-style in mind and do you require branding or specific colors to be included in the design?

answer

question

Do you have any special requirements, such as disability constraints, existing decor/art or furniture you need to retain or ideal design features that you would like to incorporate?

answer

question

How large is the space you are looking to redesign and how many people must be able to fit in the space at a maximum?

answer

question Do you have the necessary electrical and plumbing points, air-ventilation and lighting fixtures already installed?

answer

question Do you require extensive construction works like new walls, doors, floors and ceilings?

answer

question When the design is successfully implemented, what experience would you like to have upon entering the space? Do you want to feel energized/ productive/ relaxed/ impressed?

answer

question If you are a corporate company, will you be able to provide a company organogram, total number of employees, corporate colour codes and branding files?

answer

question Do you own the property and if not, will you need to obtain any special permission from your landlord to be able to implement the design?

answer

question Do you have preferred suppliers and contractors that you would like Design By Ei Wood to collaborate with and source various items from?

answer

question Do you have any inspiration images that you may have collected or any ideas that you are able to share to better communicate your ideal vision?

answer

question To the best of your knowledge, will you need to obtain permission from your local council to commence with any construction or design works?

answer

question

Ideally and realistically, when do you require the design to be implemented?

answer

question

How much are you willing to invest into your new space in total?

answer

question

Do you require the design to be implemented in phases or are you looking to complete the design all at once?

answer

question

What do you love most about your current space and what do you dislike and why?

answer

The next steps

let's get this thing going!

Taking the first step toward realising your dream designed space is as simple as following the steps below:

01

Fill in the questionnaire as best you can prior to your briefing session so that we can discuss your answers during and get as much value for YOUR time as possible.

02

Be sure to make note of any questions or additional information that you would like to share with us so that we can come up with a proposal that best suit your specific requirements and budget.

03

Set the initial briefing date with us.

E-mail us at:

irene@eiwood.co.za

Or phone us at 081 041 4182

