



The Process

Book your design appointment

In order to book your one hour in-home design consultation, send us your information via our contact page on our website. You can expect a response within 3 business days. At this time, our Client Care Representative will email you the next available appointment with one of our designers. Upon confirming that this date/time works for you, you will be asked to etransfer payment of \$125+HST= \$141.25 prior to your appointment. A receipt will be emailed once the payment is deposited.

In-home consultation

A professionally-trained designer will come to your home to measure your space and discuss your options. It takes approximately one hour. At this time, ideas will be discussed, samples will be presented for your consideration and the designer will propose different solutions and style ideas. At this time, it is important that you let the designer know your preferences to ensure the space reflects your style and taste. Your budget input and design ideas are essential to the Closet Oasis process. Our designers will take all this into account when creating your custom space.

Starting design

After taking the information back to our office, the designer will consider your needs, and produce a custom designed 3D rendering of your space. Depending on the complexity of the design, this can take up to seven days. This will then be sent you via email, for you to review and consider the different options.

Design Process

We take great pride in our design process. The perfect design not only comes from the designer's expertise and skill, but also from our client's active involvement in providing necessary feedback. As no two clients are the same, we encourage you communicate your likes and dislikes, and what would work best for your organizational style. Providing the designer with this information allows them to incorporate your personality into the design. It is through this feedback, that the starting design is tweaked, to ensure a design that works perfect for you. To ensure a timely final design, we allow only two design changes per space.



Ordering

All through the design process, you will be quoted a standard pricing, on every design. Our pricing will always be inclusive of all costs including installation and tax, so there are no surprises. Once the final design is approved, you will be required to sign a standard contract and make a deposit which is 50% of the final balance. The timeline from ordering to installation is approximately four weeks. Every attempt is made to make the installation occur as quickly as possible.

Preparation

We require a clean slate to work with at installation so when scheduling your installation, allow yourself time to remove the existing closet system, patch any holes and paint the space. You can ask your designer for tips on removing your system at any time. If you have baseboards, speak to your designer regarding the different options. All prep work has to be completed prior to installation. Once your area is cleared and prepared, Closet Oasis will take care of everything else.

Installation

Installation can be as quick as a couple of hours or take a couple of days depending on the size of the project. Closet Oasis' white glove installation service means your home will be left in the same spotless condition as when we arrived. After thoroughly cleaning up the work area and wiping down the new closet system, your installer will conduct a quality check walk-through to show you the features, and answer any questions you may have. Each installation is completed by a professional and we stand behind our quality of workmanship.

Customer Service

We are committed to the highest level of customer service. We value your trust and strive to continue the type of relationship that was developed from the beginning. You are able to contact us at any time, before, during or after installation, if you have any questions or concerns. We stand behind all the products that we offer. This is why we can offer a Lifetime Free Replacement Policy to all our clients.