

# HOME STAGING FAQ's

**1. How can I get a quote for staging?**

Simply fill out the Home Staging Quote form on our website and if you would like to speak with us first, feel free to contact us directly.

**2. How much does staging cost?**

Home staging is an investment, not a cost. You can typically expect to invest between 1%-3% depending on the property's luxury level (price point) and the number of rooms being staged (square footage).

**3. What form of payment do you accept?**

We accept all major credit cards (visa, mastercard, discover, american express) and ACH payments. Credit card fees may apply.

**4. How long will my property be staged?**

We typically offer home staging service terms for up to 60 days. However, for some properties over a million dollars we offer 60-90+ days because they sometimes tend to take a little longer to sell due to the smaller home buyer pool (and for model homes we offer a 6-12 month option).

**5. What happens if my property goes under contract the day we list. Will I receive a prorated refund?**

That's awesome! That means we did a wonderful job for you because it only took 24 hours to get it under contract. Unfortunately, we do not offer refunds of any kind. Majority of the work happens behind the scenes before we ever get to the property for staging day and for that reason we do not offer refunds.

**6. What happens if the property does not sell, can I keep the house staged?**

Yes, we offer affordable month-to-month staging options for instances like this where you may have to put the property back on the market or it just didn't sell in the timeframe you hoped it would.

**7. Can you visit my property in-person and give me some staging ideas?**

Sure we can. You will need to book a pre-paid Consultation appointment prior to our visit to your property. The Consultation amount will be added to your staging balance if you decide to hire us to stage your property. Otherwise, the consultation fee is non-refundable.

**8. Do you offer free staging consultations like other staging companies/ stagers?**

## THE SAVVY ID

HOME STAGING  INTERIOR DESIGN

# HOME STAGING FAQ's

We charge for our home staging and design consultations (property assessments). Every staging company is different and has different ways of doing business. They know their worth and so do we. All SID Consultations are pre-paid in advance prior to us visiting your property.

## 9. What is your home staging process?

We offer a very streamlined straight forward staging process. Simply complete our quote form, we'll jump on a quick call to collect all the necessary property details, email you our company brochure with 1-3 customized quote(s). After you approve the staging service you want, we will email you the service agreement and invoice. After we receive your signed contract and paid invoice, we will start planning for your staging and have it installed per your installation date.

## 10. Do you have "SUPRA" access?

Unfortunately, we do not have Supra access. We require a contractor's lockbox on the property for the safety and efficiency of our Logistics & Staging teams. This keeps you and/or your team members from waiting on us. Plus it reduces added stress on you because you don't have to rearrange your client appointments to meet our team at the property. If you are unable to provide a lockbox, then please hide the key in a safe place and let us know where it's located.

## 11. What style of furniture will you use in my property?

Our design style is very Transitional. We stage our property with on-trend quality furnishings for every property that we stage for you. Our large furniture items are kept neutral and we add moveable colors for an added pop and/or wow factor.

## 12. Can I select the furniture items from your warehouse for you to use when you stage my property?

No, we do not allow our clients to select furniture for us to stage with. However, if you have a specific design aesthetic you're hoping to achieve, feel free to share your photo inspiration with us but remember we stage for the buyers.

## 13. What if I don't like how it's staged, will you come back and change it?

Unfortunately, we stage and market your property for potential Home Buyers based on demographic research. This allows us to attract the right buyers to the property online & in-person. However, if you feel very strongly about an item that we placed inside the property and want us to switch it out for something else, you can complete a "Change Order" form for an additional fee. You will need to notify us of this change within 24 hours after staging installation.

# THE SAVVY ID

HOME STAGING  INTERIOR DESIGN



# HOME STAGING FAQ's

## **14. Can I be present when you stage my property?**

For the safety and efficiency of our logistics & staging team, we ask that no one be at the property during the Staging Process. Our team will be moving furniture, art, and accessories during this time. We need clear and easy access within the property to ensure we provide you with a great experience. We will contact you as soon as we are complete.

## **15. How long will it take you to stage my property?**

Staging is between a 2-3 Day Process. Depending on the square footage of the property and the number of rooms being staged, it could take longer than that.

## **16. Can I change, move, or add to your staging if I want to?**

Once we stage your property none of the items should be moved, rearranged, and/or removed from the premises for any reason. You hired us because we are experienced and skilled at what we do and you like the results you receive in the end when your property sells quickly at or above list price.

## **17. Will you put holes in my walls?**

Yes, we use nails to hang artwork on the walls. If you are against us hanging pictures on the walls, please let us know that upon signing your service agreement. However, if you decide you do not want us to hang artwork on the walls that may impact the overall design aesthetic/ staged look online and in-person from a marketing perspective.

## **18. What happens if your furnishings are stolen, damaged, broken etc while in my possession?**

Once you sign your Staging Agreement, you assume full responsibility for all items in the property and will be 100% liable for replacing any damaged, stolen, and/or lost furnishings during that period of time.

## **19. Do you provide decorative curtains when you stage?**

Providing decorative curtains, window treatments, or coverings is not a standard option with our staging services. However, we can add this option as an upgrade for luxury properties starting at a million dollars and above.

## **20. Can I see other homes you all have staged?**

Yes, we encourage you to visit our website's portfolio of projects to view our work. If you would like to see some behind the scenes footage you can also follow us on instagram as well to stay in the loop.

# THE SAVVY ID

HOME STAGING  INTERIOR DESIGN

# HOME STAGING FAQ's

## **21. How should I prepare my property for the home staging process?**

We will email you our "Get Staged Ready" Guide when you complete your Home Staging Service Agreement and pay your Invoice in full. This guide will show you how to properly prepare your property for staging day. This will ensure your property is ready for professional photography when the staging is complete.

## **22. What should I do when the property goes under contract?**

You should notify us via email once your property goes under contract and let us know the expected closing date. If the expected closing date changes at any time after your communication, please update us. We like to stay in contact with you during this timeframe to make sure the property doesn't change ownership with our inventory items still inside the property (or) to make sure we don't have to charge you for a "Rush Destaging Fee" because you failed to notify us in a timely manner to remove all the furnishings from the property.

## **23. How soon should I contact you for staging?**

We recommend that our clients call us when they receive the listing and for them to book a consultation prior to having the property staged. The consultation will consist of a thorough walk through of the property giving the homeowner a detailed assessment from the outside in of all the changes/ updates that are needed to help the property sell prior to us staging the home.

## **24. What other services do you offer?**

We offer Home Staging & Interior Design Consultations, Vacant Home Staging, DIY Design Plans (2D/3D rendering & mood boards), Room-Makers, Full Service Interior Design, Short-Term Rental Interior Design, Vacation Rental Interior Design, Office Design (residential and small commercial), Furniture, Fixture & Equipment Sourcing for Kitchen & Bath Designs, New-Builds, and Home Renovation projects.

## **25. What areas do you service?**

We service the South Atlanta and Southern Crescent areas (*HENRY COUNTY, FAYETTE COUNTY, CLAYTON COUNTY, DEKALB COUNTY, ROCKDALE COUNTY, FULTON COUNTY*)

# THE SAVVY ID

HOME STAGING  INTERIOR DESIGN



# HOME STAGING FAQ's



**THE SAVVY ID**

HOME STAGING  INTERIOR DESIGN