

LILLIAN'S INTERIORS' TERMS & CONDITIONS

- Your estimate is an approximation of current costs and is subject to change.
 - The actual cost of your installation may change after all elements of the project are negotiated and finalized. You will be notified of any such changes in your final estimate.
 - Your estimate remains valid for 90 days or the date specified on your estimate.
 - An initial deposit of 1/3 of the total estimate is due upon acceptance of your estimate. A deposit invoice will be sent to you via email.
 - The remaining 2/3 balance is due upon the completion of your installation. A final invoice with any adjustments will be sent to you via email.
 - Prior to scheduling your site visit or wallpaper installation, the following requirements must be met:
 1. Receipt of your site visit payment or your initial deposit using one of the following payment methods:
 - Check made payable & sent to: *Lillian's Interiors*, 601 Gailwood Lane, Nashville, TN 37214
 - Payment via Venmo: @LILLIAN-Weist
 - Payment via Credit Card: An additional 4.2% administration fee will be added to all credit card payments.
 2. Your complete wallpaper order has been received and is present at the project site.
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- If the terms and conditions listed below under “Preparing for your Installation” are not met upon our arrival to the project site, an additional **\$250** fee will be charged to your final invoice.
 - Projects that require a return trip or rescheduling of your wallcovering installation due to the initial wallpaper order being short will automatically be charged a **\$350** fee to the final invoice.
 - If you are completing your own wall prep, you must only prime your walls with Gardz. You will be charged a **wall prep fee** on the final invoice if you prime your walls with any other primer, and our installers need to prep your walls with Gardz.
 - A **\$350** return trip fee will be added to the final invoice if our installers need to return to your project site an additional unscheduled day to install your wallcovering due to priming your walls with Gardz on your scheduled installation date.
 - A \$40 late fee will be added to the final invoice if the remaining balance is not received within 7 days of the project completion.
 - An additional \$40 fee will be added to the final invoice for an overdue invoice >30 days. Late fees will continue to accrue until the final invoice payment is received in full.

PREPARING FOR YOUR INSTALLATION

HOME PREPARATION:

- ☐ Please move all furniture at least 5 feet from the walls, so we have room for our ladders and equipment.
- ☐ Please remove everything off of your walls, including all nails.
- ☐ Please remove all items from your furniture, bookshelves, and countertops, as we will be covering them with paper.
- ☐ Running water, air-conditioning, heating, and electricity must be installed & in working order.
- ☐ All other renovations must be completed before we can proceed with your wallcovering installation (i.e. flooring/carpet, windows, painting, light fixtures, door/window trim, cabinetry, etc.).

WALLCOVERING PREPARATION:

- ☐ Please be sure that you have ordered enough wallcovering to cover all of your walls, as well as a little extra in the event that a repair is necessary.
- ☐ Upon receipt of your wallcovering order, please verify that you have received the correct wallcovering pattern, as well as the correct amount of wallcovering.
- ☐ Please be sure that your wallcovering is present at the project site on the date of your installation.

PET PREPARATION:

- ☐ All pets must be contained and kept away from the project sites.
- ☐ The products and equipment that we use may be harmful to your pets.
- ☐ We will not be responsible for your pets getting loose outside of your living space/yard, or being harmed from getting into our products or equipment.

WARRANTY ON WALLCOVERING INSTALLATION

Duration of Warranty

Our standard warranty for wallpaper installation covers a period of one year from the completion date of the installation. During this time, customers can rest assured that any qualifying issues will be promptly addressed, providing them with the assurance they need. Any wallcovering installation using a peel and stick wallcovering voids the standard one year warranty as this wallcovering is not recommended by our installers.

Guarantee of Satisfaction

In addition to our warranty, we also offer a guarantee of satisfaction to our customers. This means that we are dedicated to ensuring that the final result of the wallpaper installation not only meets but exceeds our customers' expectations. If, for any reason, a customer is not fully satisfied with the installation, we will take the necessary steps to remedy the situation.

Transparent Communication

We believe in transparent communication with our customers, and as part of our guarantee, we are always open to addressing any concerns or queries they may have regarding the wallpaper installation. Our goal is to build long-lasting relationships with our customers based on trust and reliability.

Warranty Coverage

Our warranty for wallpaper installation covers the following aspects:

- **Adherence to Industry Standards:** We guarantee that our wallpaper installation will adhere to the highest industry standards, ensuring that the result is not only visually stunning but also structurally sound.
- **Workmanship:** Our team of experienced wallpaper installers ensures that the installation process is carried out with precision and care. In the unlikely event of any installation-related issues, our warranty provides coverage.

Warranty Exclusions:

- Any damage caused by misuse, negligence, or external factors beyond our control are not covered under our warranty.
- Water damage, mold, mildew & normal wear and tear are not covered under our warranty.
- Defective wallcovering is not covered under our warranty.
- Defects related to a client using any other primer besides Gardz to prime their walls is not covered under our warranty.
- Any wallcovering installation using a peel and stick wallcovering voids the standard one year warranty as this wallcovering is not recommended by our installers.
- Any modifications or alterations made to the installation by someone other than our authorized installers will void the warranty.

Should you have any further questions or require more information, please do not hesitate to contact our office. Thank you for choosing Lillian's Interiors for your wallcovering installation. We appreciate your business and look forward to serving you.

