

□ terms and conditions

Horner & Company works with architects and interior designers, providing consulting and design services, custom sewing for interiors, shades, and hardware.

With three decades of practice and experience, Horner & Company provides the technical knowledge and skills of dress-making, tailoring, embroidery, quilting, antique ribbonwork, and passementerie; access to artisan partners who contribute as needed on each design or project; a sample archive of best available hardware; the requisite knowledge of construction; and the ability to coordinate seamlessly with the concerns and work of project managers, electricians, and cabinet makers.

At Horner & Company there is continued, rigorous investment in internal organization, resources, knowledge, and professional skills. Our clients can expect comprehensive service, starting with measures on site or from plans; consultation and advice on designs, fabrics, hardware, and motorization; provision of illustrations, drawings, samples, and/or mock ups for review; detailed written estimates including all yardages required; inspection and written or electronic notification of fabrics and trims received; couture-quality sewing of all soft furnishings (curtains, valances, pillows, bedcovers, dustskirts, slipcovers, tablecloths, and cushions); and the scheduling and management of a professional installation team that is organized, clean, careful and discreet.

The intention of our project management is satisfaction with the process and result for all concerned. The following terms and conditions provide a formal structure for clear and consistent

project communication and decision making, ensuring efficient organization and management for the length of a project's arc.

phase one

Site measure, design consultation, project research, and estimation of yardages and costs will be billed at \$150 per hour with a two-hour minimum. For visits outside of San Francisco, trip charges will be added according to distance. On-site consulting requiring overnight travel will be billed at \$1000 per day, plus travel and lodging expenses.

Following consultation and once designs have been formulated and agreed upon, detailed written estimates including yardage and costs will be provided by e-mail, fax or mail; subsequent corrections and/or changes must be requested in writing. When final, estimates are valid for thirty days.

Design consultation, site measures, project research, and estimation services are billed separately from further project work, and before it commences. These charges are due upon receipt of invoice.

phase two

The client may issue a written purchase order, but Horner & Company will also provide a detailed, written order confirmation which must be 1) signed to indicate acceptance of the order confirmation's described services and fees, and 2) returned with the required 75% deposit before the project can be added to the workroom schedule.

The balance of 25% is due after delivery or installation, and on receipt of the final invoice. Any past due balance will be charged 1.5% interest per month and any further work will be done only with full payment in advance.

A completion date will only be given when in receipt of a ready order, when all components required for the job have been received. Lead times vary from four to twelve weeks, depending on the scope and complexity of the work. With sufficient notice, Horner & Company will do what it can to accommodate the client's preferred installation date. Rush orders can be requested and are possible if the workroom schedule permits, however 100% payment and a 25% production surcharge are required at time of order.

It is requested that fabric and trim memos, or at minimum, swatches, be provided, as well as: information on manufacturer, name, reference number, color, pattern-repeats (vertical, horizontal, half-drop), fiber content, direction and face (reverse may be preferred for a specific job). Suitability for purpose and construction methods can only be determined by direct knowledge of the fabrics and trims.

Please indicate if this fabric or trim is also being used for upholstery, wall upholstery, or in conjunction with a matching wallpaper. If so, please provide the contact information for the firm doing this work, in case coordination of construction details is required.

change orders

After the client signs the order confirmation and Horner & Company receives the deposit, requested changes or additions to the final order must be submitted in writing, and will constitute a change order. Change orders will incur an administrative fee of not less than \$150, which does not include fees for any

new consultation, measuring, research, and/or estimating services necessitated by the requested change or addition.

As with initial purchase orders and order confirmations, Horner & Company will only proceed with a change order upon written approval for its additional costs, and upon receipt of payment for any additional consulting, measuring, research and estimating services thereby incurred. Changes requested after a project has been cut may not be possible. Change orders may also affect the scheduled delivery date.

order cancellation

Cancellation of an order that occurs before fabric is cut, or before custom goods have been ordered, will be honored and the deposit refunded less an administrative fee of 5% of the order, but not less than \$500. After fabric has been cut and/or custom goods ordered, the client is entirely responsible for the original order's payment in full.

storage fees

Scheduled deliveries or installations that are delayed due to circumstances beyond the control of Horner & Company (such as changes in the construction schedule) may involve the storage of goods. In this circumstance, charges for storage will be made on the basis of quantity and type of goods. Also, surcharges to the original order may be added to cover multiple installation visits required by the unforeseen project and/or site circumstance.