

HALE BY HENDERSON



Client Welcome Packet

Aloha,

Thank you for your interest in our Hale by Henderson Furnishing Packages and the opportunity to work with you on your upcoming project. Below are questions that will better help us understand the scope of work for your project and your overall vision for your home. We look forward to collaborating with you to achieve the result and design you ultimately desire. Once we've reviewed your Intake Form answers we will set up a time to talk.



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Client Scope / Intake Form

Personal Information:

1. Client Name:
2. Phone:
3. Email:
4. Billing Address:

Project Details:

1. Project Address:
2. Type of Property: (Residential, High Rise, etc.)
3. Project Timeline: (Desired start date, deadline if any)
4. Budget Range:

How did you hear about us?

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Client Scope / Intake Form

Scope of Work:

1. Rooms/Areas (Check All Rooms That Apply):

- ☐ Entry Foyer
- ☐ Kitchen
- ☐ Dining Room
- ☐ Living Room
- ☐ Main Lanai
- ☐ Primary Bedroom
- ☐ Bedroom 2
- ☐ Bedroom 3
- ☐ Bedroom 4
- ☐ Bedroom Lanais
- ☐ Ohana
- ☐ Office
- ☐ Other area(s) not mentioned above:

2. All new furnishings? (Check Y or N)

- ☐ Yes
- ☐ No

3. Any existing furniture pieces to be reused in design? (Check Y or N)

- ☐ Yes
 - If yes, please list piece(s):

☐ No

4. Any furniture pieces client will be sourcing themselves? (Check Y or N)

- ☐ Yes
 - If yes, please list piece(s):

☐ No

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Design Preferences:

1. Color Preferences – Neutrals (Check Preference):

- ☐ Light to Medium
- ☐ Medium to Darker

2. Accent Colors (Check All Preferences That Apply):

- ☐ Teal
- ☐ Navy
- ☐ Green
- ☐ Orange
- ☐ Yellow
- ☐ Pink
- ☐ Purple
- ☐ Neutrals Only
- ☐ Any other(s) not mentioned above:

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Client Scope / Intake Form

3. Hale by Henderson Wood Finish Preference (Check All That Apply):

(Note: Some Hale Collection pieces incorporate multiple finishes into one piece. All finishes are designed to coordinate together to be mixed and matched)

In-Stock Inventory of these finishes will vary at time of order

☐ Coral Wash Teak: Darker/Warmer Tone



☐ Taupe Teak: Lighter/Cooler Tone



☐ Vanilla Teak: Lighter/Cooler Tone



☐ Mist Teak: Lighter/Cooler Tone



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Additional Design Services - Furniture Auto CAD Layouts

(Check Preferred Option & Areas that apply):

- ☐ **Option 1:** Client to self-verify fit of proposed/approved furnishings. Henderson will not provide auto cad floorplans or furniture layouts.
- ☐ **Option 2:** \$1,000/per area fee to trace client provided PDF of floor plan into Auto Cad or use client provided CAD file, furnishing layouts, and revise layouts as needed. Does not include onsite measurements. Up to 3 layout options per room/area.
Client provided floor plans (CAD or PDF) are not always 100% accurate. Client to do site verifications as needed.
- ☐ **Option 3:** \$2,000/per area fee for onsite measurements (if no PDF of as-built floor plan available), create Auto Cad floor plan, furnishing layouts, and revise layouts as needed. Up to 3 layout options per room/area.

Areas (Check Any Areas That Apply):

- ☐ Area 1: Entry Foyer/ Living Room
- ☐ Area 2: Main Lanai/ Secondary Lanais
- ☐ Area 3: Dining Area/ Kitchen/ Powder Room
- ☐ Area 4: Primary Bedroom/ Primary Bath
- ☐ Area 5: Bedroom 2/ Bath
- ☐ Area 6: Bedroom 3/ Bath
- ☐ Area 7: Bedroom 4/ Bath
- ☐ Area 8: Den/ Office
- ☐ Area 9: Ohana/ Ohana Bath/ Lanai

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Add- On Packages by Area (Check All That Apply):

☐ Entry/ Main Lanai/ Powder:

Includes accessories (2), Bathroom Package (Bath Accessories, Towels), Artwork (1), Decorative Pillows (4)

\$7,000 Design Time/Project Management Flat Fee + Product Cost + Freight Delivery & Installation/Taxes

☐ Living Room/ Dining/ Kitchen:

Includes accessories (8), Artwork (3), Decorative Pillows (6)

\$7,000 Design Time/Project Management Flat Fee + Product Cost + Freight Delivery & Installation/Taxes

☐ Bedroom/ Bath/ Lanai:

Includes accessories (4), Bathroom Package (Bath Accessories, Towels, Bathmat), Artwork (2), Bedding Package (Linens), Decorative Pillows (4)

\$7,000 Design Time/Project Management Flat Fee + Product Cost + Freight Delivery & Installation/Taxes (per bedroom)

(Check All Bedrooms That Apply)

☐ Primary Bedroom/ Bath/ Lanai

☐ Bedroom 2/ Bath/ Lanai

☐ Bedroom 3 / Bath / Lanai

☐ Bedroom 4/ Bath / Lanai

☐ Ohana/ Bath / Lanai

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Hale By Henderson Process Steps

1. Henderson Team to email the below document to client for review & feedback:
 - Hale by Henderson Client Welcome Packet
2. Henderson Team to schedule an in-person meeting (or phone call if in-person is not an option) with client to review above mentioned document. *Scheduling a meeting at one of our showrooms allows client to see our Hale Collection in person as well as review at fabrics and wood finishes in person*
 - Oahu Showroom: 4343 Royal Pl. Honolulu HI 96816
 - Big Island Showroom: 73-5619 Kauhola St. Kona HI 96740
3. Once scope of work is determined Henderson will bill for any design fees pertaining to need of Auto Cad Floor Plans or Add-On Packages. (Fees and explanation noted on pg. 7-8 of this document). If CAD Floor Plans or Add-On Packages are not needed no design fees will be billed.
4. Design Sales Associate will pull together an interactive online design board through Wecora.com within a 2-week time frame after Step #2 (Meeting) if no associated design fees need to be billed. If design fees are to be billed, Design Sales associate will pull together the design board within 2 weeks after Step #3 (payment received). The Wecora design board will show proposed furnishing options grouped by room where client can leave comments & thumbs up/thumbs down on any of the furnishing selections. (Note: Up to 2 re-selections per item, hourly design rate to be billed and applied thereafter)
5. Henderson to share Wecora Board link with client ahead of in person or remote meeting:
 - Remote Meeting: Schedule virtual screen share call to review board & any questions. With this option fabrics/wood finishes would be approved by client virtually with images on Wecora unless already seen and approved on Step #2 (Meeting).
 - In Person Meeting: Schedule In person meeting to review board & any questions. Also, to review/approve fabrics & wood finishes in person by client.
6. Once Henderson receives furnishing approvals by client, Henderson will prepare proposal within a 2-week time frame after Step #5 (Furnishing Approvals).
7. Henderson to send proposal. Receive client payment within 2 week-time frame with 90/10 payment terms.
8. Once proposal payment has been received, within 3 weeks after Step #7 (Receipt of Client Payment), Henderson will notify client of an estimated install.
9. Henderson coordinates all Freight, Delivery & Installation of items. (Excluding electrical if any hardwired lighting is ordered through Henderson. Client responsible for electrical installation).

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HALE FURNISHING COLLECTION Information, Service & What to Expect

The Hale Collection is a furniture offering by Henderson Design Group that redefines the “Barefoot Luxury” design ethos by making the process of furnishing a home easy, fun, and affordable. Featuring 90+ pieces carefully curated to mix and match; the Hale Collection has been specifically created for a Hawaiian lifestyle where homes feature wonderfully comfortable gathering spaces that fuse indoors and out.

Each unique design is created from an edited selection of our own Hale Collection furnishings and top vendors. These sources allow for some customization of furnishings to represent our client's individual style. There are multiple preselected options for each piece of furniture in a room, and the collection is updated often. The client, together with their Design Sales Associate, chooses a unique look from these options.

- Designed, curated, and custom made for Henderson Design Group.
- 90+ Hale Collection pieces that mix and match, with our top vendors providing a unique design.
- Up to two re-selections per item, hourly design rate to be applied thereafter.
- Work with a Design Sales Associate to customize the design to each unique client.
- Timeline 3 to 9+ months delivered from the time of order. Based on stock/lead times.
- See Page 11 & 12 of this document for Hale by Henderson Package pricing details.



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WARRANTY & RETURN POLICY

The Hale by Henderson furniture shall be free from defects in workmanship in normal wear and tear environments, materials, and functionality for 30 days from the date of installation. If a defect is found, Henderson Design Group will either repair or replace the defective item, at its discretion under normal household use.

Certain warranties may not apply to:

- Defects that result from negligence, misuse, or accidents after the installation.
- Any condition resulting from incorrect or inadequate maintenance, cleaning or care, or commercial use.
- Any condition resulting from other than ordinary residential wear or from any use for which the product was not designed.
- The matching of color, grain, or texture of wood, leather, or fabrics. Wood and leather are natural materials with distinct traits and coloration may vary. There are inherent disparities in color and grain pattern because of variations caused by nature, over which the supplier has no control.
- Wood is a natural product that responds to temperature and humidity variations by expanding and contracting. Sometimes these changes may be noticeable in the physical appearance of the product. Small movements and cracks as it adjusts. This is not a fault, but a natural occurrence within the fibers of a natural product.
- The colorfastness dye lot variations, wrinkling, or wear of fabrics or leather.
- The softening of filling materials under normal use.
- Extensive exposure to the sun.
- In some cases, applying a fabric protectant to your upholstered furniture could void Henderson warranty.
- Hale by Henderson warranties apply to the original buyer only; as well as furniture that has been installed under Henderson Design Group supervision.
- The Hale by Henderson warranty is included on the furnishings and products only in the space where they were originally installed.
- Henderson Design Group policies are for repair, touch up, or replacements only. No refunds.
- Henderson Design Group warranty is posted on our website and a printed copy will be delivered to the buyer on the date of installation.
- Custom upholstery is non-returnable.
- The warranty is non-transferable.

Client (Signature Required)

Date

What happens if an item arrives damaged? Please email aloha@halebyhenderson.com Or call 1-808-315-8782