

CUSTOM HOME DECOR FAQS

Can I order a design that already exists?

Yes, but there may be the need to change some of the details due to material sourcing issues. I will waive the 20% design fee for items that I already have in stock.

Why are you charging a 20% design fee?

The initial design phase of the process takes anywhere from a week to a few weeks, and countless hours of drawing, brainstorming, and sourcing potential materials. This is above and beyond the actual time to create the piece itself and the cost of the materials.

Can I request a design that is completely unique?

Absolutely! We will discuss your ideas during the consultation phase. (Unique design requests will include a 20% design fee.)

Do you take large orders for events?

Yes. Large orders need to be placed well in advance, to give me time to source materials and complete multiple items. For most requests, I would say allow for 6-8 weeks, but for large orders it may take a little longer. As I am a small, one person business, I am not able to do rush orders.

How long does it take to get a custom piece done?

After the initial consultation, I will need at least a week or two to source materials, and then I have to wait for delivery. Once I have materials in hand, it can take up to 4 weeks to finish a project, depending on how many pieces are ordered. Once the project is done, there may be a wait of up to a couple weeks for those items that are being delivered by mail. I always tentatively say to allow 6-8 weeks for all custom design projects.

Can I make changes to a design once work has begun?

Once materials are bought and once I get to a certain point in the design process, changes made would cost more money and add extra time for order completion. It is very important to make sure to communicate all ideas in the early stages of the design process. Also, at a certain point I would no longer be able to make changes to the design, depending on the project.

Can home decor designs be customized with names?

At the present moment, I am not customizing candleholder and faux floral decor in terms of adding names and such. (I am, however, customizing my wood burned Celtic plate and plaque designs. See my Celtic artwork page for examples.)

Can I burn candles in the candleholders?

I am designing candleholders that have a lot of very delicate design details. Using real wax candles could potentially damage the decor, in terms of getting wax on the flowers and such. While you certainly can use wax candles (abiding by the candle safety guidelines), I would highly recommend going the safer and cleaner route and use LED candles, which are inexpensive and look beautiful in my decorative candleholders.

When do I pay for a home decor order request?

Please take a moment to download the Home Decor Custom Order Agreement Form, which outlines the design process, fees, and payment schedules. This will give you a good idea of how and when to make payments, as well as my refund policies.

Is there a fee for an initial consultation?

There is no fee for the initial consultation. The initial consultation is an informal exchange of thoughts and ideas. If we come to an agreement on the design we can move forward to the second stage, which will require a down payment and I will provide documents and sketches, or whatever is necessary, to show my design concept for your approval.

How will the finished pieces be delivered?

This will depend on the specific client needs. If you are very local, I can deliver the order to your door for an extra fee. If you are not local, the order will be shipped—wherever possible—through USPS. Other options can be discussed individually.

What do I do if something arrives damaged?

If an item arrives damaged, please take photos of the item, the packaging, etc. and send them to me within 48 hours of receipt of the order. I make every effort to package my items more than I think they really need so that nothing breaks in transit, but should something be damaged I will work with you to either fix it, replace it, or refund a portion of your order.

What if I change my mind during the design process and no longer want the order?

In this situation, the initial 50% deposit will be forfeited, as that money is used to purchase the bulk of the materials for an order. I reserve the right to finish and resell the items in my shop to recoup my losses. Any orders not fully paid for after 30 days of completion become the property of Di's Studio Designs and will be sold in my shop. In this case also, the initial 50% deposit is forfeited.

What is the best way to contact you for a request?

I typically check my email several times a day, and you can call my cell phone Monday thru Saturday between 10am - 6pm EST. Please leave a detailed message, a contact name and number, a brief description of what you are looking for, and a good time to return your call. I will do my best to return your call the same day, but if that is not possible I will try the following day or according to our preference. The main source of communication will be through email and phone.

How much does it cost to ship an order?

I will make every effort to ship through the cheapest service, which is usually USPS. The actual cost of delivery will depend on the size of the order and the speed of delivery required, so this cost will be handled on a case-by-case basis.

Do you store payment information?

No. I take your payment and blank out or shred any sensitive information after payment is received.

What forms of payment do you accept?

I accept credit card payments over the phone (I process credit card payments through Square), or you can pay through PayPal. I am not accepting checks at this time. Cash payments will be handled on a case-by-case basis.

If you have any other questions, please feel free to email me at dmlilly@disstudiodesigns.com.