



OUR PROCESS

Leverage *our* expertise in creating beautiful professionally designed vacation properties, beachfront villas and income rentals to get the most out of *your* investment.

Did you know?

CRATE Interiors designed properties consistently earn the highest nightly rental rate in their class and resell turnkey with their furnishings for top market rate (*over a decade of case studies and counting...*)

Utilize the system we perfected over 12+ years for budget setting, sourcing, logistics and project management with a single point of contact for everything - from furniture and lighting, to mattresses, sheets and towels, kitchenware, rugs, accessories, appliances, electronics, interior paint, plus all the trades services you will need and much much more.

Step by Step - Here's how it Works:

1. **Our First Meeting** - Schedule a conversation via Zoom to discuss your ideas for the new place, scope of service, decor style and general timeline for your project. We are happy to answer questions, share our expertise and provide advice in this 1-hour long free consultation.
PRO TIP: *Complete our Get to Know You quick questions so we are more familiar with your needs right from the start.*
2. **Our Second Meeting** - Schedule a conversation via Zoom to specifically dive into costs using our easy Budget Setting Tool to gain an idea of your ALL IN number for the entire project. We do NOT lowball you on a generic furnishings package. Instead we help you determine exactly what each part of your project will cost so you can plan accordingly.

3. **Next Steps** - browse our Product Folders by category on Google Drive - reconfirm your budget numbers, check out our wide selection from over 50+ brands in GOOD - BETTER - BEST quality, style and price.

PRO TIP: *Get a jump on your project by making notes of your favorites...this will speed things up as we get started.*

4. **Getting Started** - complete your super basic Project Agreement and submit it signed with your deposit to start the process. Your project folder will be LIVE on Google Drive and this is where we will share all aspects of your project - furnishings selections, vendors quotes, receipts and invoices,

5. **All Team Walk Thru** - as needed we will schedule an all-team walk thru at your property to get measures, take fotos, make punchlists and set the timeline for completing the work. Within a few days of these meeting you will see all details and quotes uploaded to your folder - window treatments, interior paint, carpintery, and more.

6. **Design Timeline** - from here we start moving thru each phase, starting with furnishings selections (here's where your favorites from the initial preview will save time). CRATE Interiors does NOT charge a design fee, and provides two (2) complementary design sessions to review furnishings selections, color palettes and more so your plan is cohesive and professionally decorated.

7. **Logistic** - The ordering, tracking, and receiving process takes 90 days using our detailed 5-checkpoint system. Your purchases will be received and stored in our warehouse for your White Glove install date. If your possession date moves past the contract period, we can store your order at a nominal monthly rate.

8. **Trade Services** - interior paint, carpentry, cabinetry, custom upholstery, electrical work, tilework and other technician services will be scheduled based on approval and funding of the quotes.

9. **Appliances and Electronics** - as your single point of contact, we will provide options for all appliances and electronics as needed, place orders, track and receive so these purchases are ready for your Install. We are direct importers of many premium brands and also source from local retailers so you pay approximately the same as shopping on your own.

10. **Final Walk Thru and Possession** - we are available as needed to help with remote closings, long distance walk thrus and manage your final developer punchlists. This is a huge time and money saver for investors purchasing at a distance. Ask about this service!

11. **White Glove Install** - this is an important day! Our trucking team is scheduled to load, offload, deliver and unpack your items at the door. From there our CRATE install crew places, assembles, stages and completes the setup of your order. We work room by room with a detailed checklist to ensure all is complete. You will receive an updated Worksheet confirming deliveries, any items pending or comments on the process. Any damaged items will be repaired locally and/or damage claims filed as per your contract. After 12+ years our damage rate is still <1%!!!

12. **Miscellaneous Services** - we've thought of everything to make your house a home including keyless entry, door stoppers (it's windy on the coast!), space-saving washroom shelving, soap dispensers, pullout trash cans, addon towel bars and hooks, plus laundry storage, and all the intuitive details that truly make a house a home. All services are completed during your Install so be sure to check out the menu and select your must-haves.

13. **Continued Maintenance** - It does not end there. During low season our crews offer Scotchguarding, resealing for exterior wood furnishings, carpet cleaning and other must-have services to keep your property looking its best. We use only vetted suppliers and quality branded products so you know its done right...*now that's a CRATE idea!*

14. **Final Invoicing Packet** - at the close of your project, you'll receive a final invoicing packet for your records. Final worksheets, invoices and expenses all in one handy folder.

15. **It's a Process** - never forget the work we do is created entirely by hand and with love, one beautiful project at a time. Each project supports our circle of locally owned and operated small business, artisan teams and family businesses. We are working in a slower, tropical climate where the culture operates at a different pace. Be patient and kind when obstacles come up and challenges arise - and they will. *As we like to say, we're perfecting a first world service in a third world environment. Namaste!*

Finally, if you'd like to see our crews at work follow us on social media. Our daily STORIES are from jobsites and will give you an idea of the behind-the-scenes of each project.

+ + +