

# The Good Room Club Terms & Conditions

These Terms and Conditions apply to all interior design services provided by Matilda Aaltonen (The Good Room Club), including online shop services, digital design packages and custom project work. By purchasing a service, placing an order or engaging the designer, the client agrees to these Terms & Conditions outlined below.

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## 1. Scope of Services

### 1.1 Online Shop Services

Online services include, but are not limited to:

- Floorplans
- Moodboards
- Photoshop mock-ups
- Elevation drawings
- Renders
- Styling advice
- Sourcing lists
- Add-on consultations

These are **digital-only** services delivered by email unless stated otherwise.

### 1.2 Custom Projects

Custom projects (such as full-room or full-home design projects) include a personalised scope agreed via written proposal or email.

Any change to the scope may incur additional fees.

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## 2. Deliverables

### 2.1 Digital Nature of Work

All online design packages are delivered in **PDF and/or JPG format**.

No physical products, furniture, materials, or samples are provided unless explicitly stated and agreed upon purchase of service.

## 2.2 Conceptual Guidance

All designs are **conceptual** and intended for visual guidance only.

- They are **not** construction documents.
  - They must not be used for building consent, structural work, electrical work, plumbing work, or any regulated trades.
  - Measurements and drawings must be verified by the client or a qualified professional before installation or purchase of any materials
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## 3. Client Responsibilities

The client is responsible for:

- Providing accurate measurements, photos and information as requested
- Notifying the designer of structural features obstacles or relevant details
- Verifying all measurements, quantities, and product specifications before purchasing items or starting work
- Ensuring qualified tradespeople handle any installation, building work, or electrical/plumbing work

Incorrect or incomplete information may affect the design accuracy.

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## 4. Revisions

Each service includes the number of revisions specified on the product page or proposal.

- Revisions cover design adjustments only.
- Revisions do not include a full redesign or change of brief.
- Additional revisions can be purchased as an add-on service.

If the client provides new preferences after receiving the design, this may be considered a **new brief**, not a revision.

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## 5. Timelines

Typical turnaround for online shop services is **4–8 business days**, unless otherwise agreed.

Custom project timelines will be outlined in the proposal.

Delays may occur if:

- the client submits incomplete information
- the client pauses communication
- additional revisions are requested
- suppliers or tradespeople cause delays

The designer is not liable for any third-party delays.

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## 6. Payments

### 6.1 Online Shop Services

- Payment is required **in full** at the time of purchase.
- Work begins only once payment has been received.

### 6.2 Custom Projects

- Payment terms will be set out in the proposal.
  - Work may pause if invoices remain unpaid.
  - Deposits are non-refundable.
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## 7. Refunds & Cancellations

### 7.1 Online Shop Services

Due to the digital and customised nature of the work, **all sales are final**. No refunds will be given once work has begun.

### 7.2 Custom Projects

If the client cancels:

- Any completed work will be invoiced
- Deposits will not be refunded
- Work will stop immediately upon cancellation notice

If the designer cancels for any reason, the client will be refunded for uncompleted work.

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## 8. Product Sourcing

If the service includes product, furniture, or finishes sourcing:

- Availability, pricing, and shipping cannot be guaranteed.
- Suppliers may change stock without notice.
- The designer does not purchase or store items on behalf of the client.

The client must purchase all products directly from suppliers.

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## 9. Accuracy of Information

The designer provides best-effort estimates and recommendations, but cannot guarantee:

- product availability
- accurate colours due to screen differences
- price stability
- room measurements supplied by the client

All design decisions and purchases are ultimately the client's responsibility.

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## 10. In-Person Services (Auckland Only)

For on-site visits:

- The client must provide safe access to the property
- The designer is not responsible for any damage before, during, or after the consultation
- Visits are limited to observational advice and design consultation

No physical labour, installation, or trade work is included.

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## 11. Intellectual Property

All designs, drawings, moodboards, renders, sourcing lists, and digital files remain the **intellectual property** of the designer.

Clients receive usage rights **for personal use only**.

Clients may not:

- resell designs
- reuse designs commercially
- use designs for marketing materials
- share designs publicly without permission

The designer may use completed work for portfolio or marketing unless the client requests otherwise.

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## **12. Liability**

The designer is not liable for:

- construction issues
- installation errors
- contractor performance
- product defects
- delays caused by suppliers
- injuries, damages, or losses related to client use of the design
- the long-term performance, durability, or lifespan of any recommended products
- fading, discolouration, or material breakdown from UV exposure, moisture, humidity, cleaning products, or general wear and tear
- fabric deterioration, including curtains, blinds, upholstery, or soft furnishings that may fade, shrink, disintegrate, or age over time
- the client choosing alternate products, finishes, or materials not recommended by the designer, and any resulting issues such as breakage, warping, damage, incorrect fit, incompatibility, or reduced durability
- defects or faults in any items purchased directly by the client from suppliers
- any manufacturer, supplier, or installer errors, delays, or changes

The client is responsible for assessing product suitability for their home environment and must confirm warranty, care instructions, and installation requirements with the supplier or manufacturer before purchasing. Clients agree that they are responsible for evaluating and verifying all purchases, measurements, and installations.

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## **13. Communication**

Email is the primary communication method.

Video calls or in-person visits must be purchased as add-ons or included in a custom project scope.

If the client does not respond within 14 days, the project may be closed. Reopening it may incur additional fees.

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#### **14. Acceptance of Terms**

By purchasing a service or approving a custom project, the client acknowledges and agrees to these Terms & Conditions.

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#### **15. Variations**

These terms and conditions are valid at the time of booking and are subject to change without notice.