

## **Taking a Professional Approach**

I'm giving you a sneak peek at some of what I supply in my online membership, Furniture Flipping Blueprint. To find out more, go to [ValFrancia.com](http://ValFrancia.com). There you will find links to the different opportunities I have to offer to the serious furniture flipper if you want to grow your business and perfect your furniture redesign skills. Below you will find some help when writing your invoices and contracts for your customers. The following information is solely provided to show you what I do or would do to maintain a good working relationship with my customers and still cover myself if an issue were to arise.

I'm turning this into a worksheet for you to more easily consider what you need to set up your business.

### **Pay Attention to Detail**

Sometimes our professional reach and reputation can be improved by focusing on the details. Our brand name should evoke a feeling of trust. Use professional looking tools such as care tags, price tags, invoices etc.

You also need to consider disclaimers and contracts specific to your type of customer. Sales contracts/invoices/storage agreements/custom work contracts need to have specific wording to protect your business and prevent misunderstandings. Doing things right can earn us respect as well as return customers.

**What types of products do you sell?**

**How & where do you market your products?**

## **Invoices & Disclaimers**

Always commit every act to paper and then file it. If it isn't down on paper, it never happened.

- Necessary for tax records
- You get their information
- Helps you keep track of your pieces
- Proves delivery/pick up/payment
- Gets the customer's acceptance of the piece (protects you)
- Keeps the door open to more sales

**Do you work on projects in a store front, at fairs, shops, or in customer's homes?**

**Do you carry insurance; have a tax preparer or an accountant?**

**Consider including disclaimers everywhere you have a business presence** - your website/blog/Facebook pages/groups/store, etc. Take some time and read other online business disclaimers. Disclaimers do not guarantee protection from every situation, but they do help lay out expectations and state your intent.

The disclaimers I used on my websites are too long to put here – they are more than one type written page and also cover the GDPR requirements. Feel free to Google either for more information.

According to [The Free Dictionary](#): *A disclaimer is a defensive measure, used generally with the purpose of protection from unwanted claims or liability.*

**How do you complete a sale (online, in person, in a cart, with a payment gateway like PayPal or Stripe) What forms of payment do you accept (checks, credit cards, Facebook, cash, etc.)?**

**Where is your business listed/promoted online that may need a disclaimer (Social Media/website/blog etc.)?**

## **Invoice Disclaimer**

**This is the disclaimer I have at the bottom of my invoices and require a signature before my buyer leaves with their purchase:**

*Signature of inspection indicates acceptance of the item "as is" unless otherwise noted in writing on this invoice at the time of pick up. Please note that your custom furniture piece may need up to 30 days cure time. Please bring padding to protect your finished item and use caution when moving. It is recommended that you have assistance in moving your piece. There are many layers of paint/product and different techniques used in each layer, a touch up takes a good deal of time and there will be a charge for that service if needed. A touch up may also not blend perfectly with the original finish. No refund policy.*

*Thank you for your business!*

*Signature:* \_\_\_\_\_

## Commission Work

**Contracts:** You'll need a contract if you make an arrangement with someone to work on a piece. Do this for strangers, family and friends alike. It's always best to have everything down on paper so there are no misunderstandings or presumed expectations. I asked a few fellow flippers what they put in their contracts and came up with a possible list of options to include – pick and choose according to your needs. Be sure to consult legal counsel if you are not confident you have covered all your bases. (Disclaimer: I'm not a lawyer, these are only ideas/suggestions. Don't rely on my list only, quote me as an expert or hold me responsible).

- Your name, business, their personal information, date
- Description of the piece to be refinished, requested design, colors, etc.
- Detail costs associated with supplies/materials, wages, estimated labor costs based on work done per hour, and other expenses agreed upon by both parties. We will keep track of time spent working on each piece.
- More time or materials may be needed to complete the original plan agreed upon. If this occurs a new quote will be agreed upon if the price needs to be adjusted due to unforeseen circumstances more than 10% of the agreed upon quote.
- Quote does not include painting inside of cupboards or drawers unless specifically requested.
- Repairs needed/found after work begins may be subject to additional fees.
- I agree to colors, finishes and pricing listed in our agreement. Any requested changes like colors, overall design changes, etc. once work has begun are subject to additional fees.
- A non-refundable down payment of 50% is required when piece is dropped off and before work will begin and the remaining balance is due upon completion.
- Item must be paid for and picked up within 7 days of notification of completion. If delivery was agreed upon, there will be a \$30/hr. charge both ways and balance must be paid prior to delivery.
- If item is not picked up or the delivery arranged is within 7 days, there will be a storage fee charged of \$5 per day, beginning on the eighth day after notification of completion, until item is back in owners' possession.
- All items not collected by owner or delivered within 30 days of notification of completion will be considered abandoned and will become the property of "(your business name)" on the 31st day after notification of completion. (Adjust the time frame according to what you are willing to do.)
- Since all work is custom, based on the written agreement, all sales are final. No refunds shall be given for completed work or materials; down payments are also non-refundable.
- All materials and supplies will be chosen based on the best-suited products for each individual piece, and based on the opinion of "(your business name)".
- We reserve the right to choose not to work with products or materials we feel to be unhealthy or unsafe if they are requested.
- We will make every reasonable effort to prevent damage to, and theft of, each piece while in possession of said piece. Client understands that while we will make these reasonable efforts, we will not be held responsible for damage or loss associated with theft, fire, flood, or any other unforeseen circumstances.

**Who do you do contract work for (family, friends, online customers, locals, interior decorators)?**

**What are your specific skills? What skills do you lack?**

**What is your availability of hours for furniture work each week?**

**How much room do you have to store waiting and finished pieces?**

### **Things to Consider For Custom Quotes**

1. Does it need repair?
2. How many colors/layers are requested?
3. What special techniques are requested? Are they wanting any special designs?
4. Will you need to replace hardware? Will you purchase needed hardware?
5. Who will do the transporting before and after?
6. Is stripping required? (double the quote)
7. Will you be storing the furniture for any amount of time?
8. Does the piece have lots of shelving and nooks and crannies or is it mostly flat surfaces?
9. How are your painting skills?
10. Do you have a long waiting list of clients or are you just starting out?

## Typical Time Estimates

Repairs – 2 to 4 weeks (estimate based on your availability)

Refinishing – 3 to 5 weeks (estimate based on your availability)

You may need to change these based on your work schedule and skill.

**Pick up/Delivery Charge** - \$30/hour, count both ways.

Before agreeing to delivery:

- Ask if they live in an upstairs apartment or if the delivery will be to a ground floor.
- Ask what type of barriers they may have like multiple sets of steps, etc.
- Make it clear that you are delivering to the inside the front door but not placing it for them in a back bedroom or on another level.
- Consider the weather, size of the piece and who will help load & unload.

To charge by the hour, range between \$30-\$50/hour unless you are new, then adjust accordingly.

## Suggested Pricing

Suggested prices are based on simple prep and one color. Repair, special painting techniques, added accents, changes to structure, or multiple colors or special finishes will require an additional charge.

**Buffet/Sideboard/Server/Credenza** \$250 - \$450

**Armoire** \$250 - \$400

### Dressers/Chests

- 3-4 drawer \$150 - \$250
- 5-6 drawer \$250 - \$350
- 7-9 drawer \$350 - \$450

### Coffee Tables

- plain \$100 – \$150
- w/shelf or base - \$150 - \$250
- w/cabinet base - \$200 - \$350

**End Tables**

- plain \$80 – \$125
- w/drawers, shelves \$100 - \$150

**Night Stand/Accent Table/Parlor Table** \$75 - \$175**Sofa Table** \$150 - \$250**Blanket Chest** \$125 - \$200**China Cabinet** \$400 - \$500**Headboard & Footboard** \$150 - \$350**Kitchen/Dining Room Table** \$300 - \$500 (leaves extra)**Desk** \$150 - \$350**Rocking Chair** \$100 - \$150

Of course none of these are hard and fast rules, just a jumping off point to help you as you work at putting together your business. As always, tailor whatever you do to meet your own needs and market. ~Val Frania