crave
Irresistible home staging.

Crave Home Staging Terms & Conditions

Payment & Terms

– Upon signed acceptance of quote, Crave will issue a client invoice.
– A minimum 25% deposit is required to secure the booking, with full cleared payment required at least 5 days prior to agreed installation date.
– If Crave, at its sole discretion, agrees in writing to alternative payment arrangements, those arrangements must be strictly adhered to by the client and any breach may result in the removal of the furnishings and other items from the client's property without prior notice. If this becomes necessary, Crave is not liable to the client in any way.
– Agreed installation (and removal) date is estimate only. On the rare occasion, a date may need to change due to factors outside our control. In this instance we won't be liable for the change, and this won't constitute a breach of contract.
– The quoted staging is for a 6-week period. No refunds or partial refunds will be given for any shorter period for any reason whatsoever. Crave offers short-term furniture/accessories hire as part of its staging service.
– All decisions regarding furniture selection and placement, artwork and accessories are at the sole discretion of the Crave styling team.
– All furniture is for display purposes only and at no time during the hire period should the property be lived in or occupied and/or the furniture and accessories must not be used other than for staging purposes.
– Any work to the property such as painting, landscaping, structural and cosmetic is **to be completed prior to the agreed installation date.**

Cancellations or Postponements

– If the client cancels the staging contract, the 25% deposit is non-refundable and will be retained by Crave.
– If the client cancels the contract more than 5 business days, but less than 14 days prior to the scheduled staging date, 50% of the staging fees will be payable and may be retained by Crave.
– If the client cancels the contract within 5 business days of the scheduled staging date, 100% of the staging fees will be payable and may be retained by Crave.
– If a confirmed staging date is postponed within 3 business days of the scheduled installation, Crave reserves the right to charge a fee to recover costs associated with stylist preparation, labour and rescheduling, as furniture selections and installation preparations generally commence 3 business days prior.

Artwork

– To ensure artwork is hung securely and in the correct position, Crave enlists the service of an experienced picture hanger.
– The picture hanging cost may be charged at an additional fixed rate, as stated in the quotation.
– Picture hanging involves a permanent fixture being fitted to the wall, which ensures minimal risk of the artwork falling and damaging flooring or walls.
– The fixturing is small and Crave ensures that the minimum quantity of hooks is used.
– Following collection of the hired furniture and artwork, the hooks and/or fixtures will remain on the wall, and it is the client's responsibility to remove, if required.

Day of Staging

– Crave has zero tolerance for verbal abuse, threats, harassment, intimidation or aggressive behaviour towards our staff by clients or any other person at or near the property. Where our team feels unsafe, we reserve the right to suspend work, leave the premises and cancel or reschedule the service as appropriate. Where work cannot proceed or be completed due to such behaviour, the client may be liable for reasonable costs incurred and losses arising from the disruption or cancellation, subject to applicable law. Crave reserves the right to recover these costs from the staging fees paid or payable.
– Where Crave has agreed that client-owned furniture or furnishings will remain onsite as part of a partial staging service, the client is responsible for ensuring these items are present, suitable for use and available on the scheduled installation day. If any agreed items are missing, removed, damaged, unsuitable or otherwise unavailable for use, Crave reserves the right to supply replacement furniture or styling items at its discretion to allow the installation to proceed as scheduled. Additional charges will apply, including a minimum fee of $350 + GST, with further costs dependent on the items required. Charges may include replacement items, labour, transport, administration and any rescheduling costs incurred. Crave cannot guarantee that suitable replacement items will be available on the day.
– **Photography should not be scheduled before 2:30pm** on the day of staging to allow sufficient time for final styling. If the installation is interrupted or photography occurs before this time, Crave cannot guarantee the final presentation of the staging and accepts no responsibility for any resulting adjustments, delays or additional attendance required.
– The client must inform Crave prior to the installation date if photography is scheduled for earlier than 2.30pm on the same day as the installation.

Freshly Completed Works and Surfaces

– Clients must advise Crave Home Staging of any recently completed works, treatments or installations at the property that may require additional drying or curing time before staging can be installed. This may include, but is not limited to, freshly painted or varnished surfaces, floor coatings, sealants, adhesives, oils or other treatments.
– Crave cannot accept responsibility for marks, damage or other effects caused by contact with surfaces that have not been sufficiently dried or cured prior to our arrival, where the relevant works or treatments have not been disclosed to us in advance. Clients are responsible for ensuring that all surfaces are suitably dry, cured and safe for normal access and installation prior to the commencement of staging.

Hired Furnishings and Property

– All hired items remain the property of Crave at all times, however, are at client's risk whilst at their property.
– Client must not remove Crave's items from the property or allow anyone else to do so.
– **Client is to notify Crave immediately should there be any damage or theft** to Crave hired furnishings (including furniture and artwork). Crave's items are insured for theft, flood and fire only. If for any reason Crave's insurance policies do not cover the replacement cost of lost, stolen or damaged items, the client agrees to reimburse Crave the full replacement cost for any goods that are lost, stolen or damaged whilst on hire. If Crave can recover the replacement cost of lost, stolen or damaged goods from its insurer, the excess payable under Crave's associated insurance policy (currently $950.00) is payable by the client. Please also note that any damage to goods caused by insects, vermin or other animals is not covered by Crave's insurance and the full current replacement cost or the cost of repair or other rectification is payable (at Crave's sole discretion).
– In the rare event that Crave causes any damage to the property, claims for repair works must be provided to Crave within 24 hours of the installation or removal (whichever is applicable). Any such claims will require evidence of damage caused by Crave's staff moving furniture at the premises.
– If it is discovered that a client has occupied the premises or used the staging furniture or accessories for anything other than their intended purpose, a minimum cleaning fee of $199 will be charged.
– It is **advisable that during the hire period, the outdoor cushions, accessories and – where possible - furniture items, should be stored indoors** to avoid additional charges for damage incurred through inclement weather or theft.
– Crave reserves the rights to take before and after photos at property and use for marketing purposes, e.g. website, marketing collateral and advertising, included but not limited to, digital and social media.

Extending Contracts

– If you consider extending the hire contract, please contact Crave with at least one (1) weeks' notice from the end of your current contract. Extensions are granted at the sole discretion of Crave and may be subjected to a maximum period. The additional cost for the extension will be charged at the total quote value excluding any discounts.
– Extensions are offered in 4-week periods, subject to availability. The first 2 weeks are non-refundable. The remaining 2 weeks may be refunded if Crave is able to accommodate an earlier collection within its schedule.
– Extension payments **must be received by Crave prior to the first day of the extension period.**