

## Pacific NW Home Staging – Standard Service Agreement

This Agreement is for Home Staging Services including any monthly fees for the property Staged at address below:

Staging Provided by:	Pacific NW Home Staging	Owner:	Stacey Stuart		
Property Owner:		Email:			
Responsible Party: (If Not Owner):		Agent:			
Staging Property Address:					
	House#      Street Address	City:	State:	Zip:	

Special Notes / Instructions:					
<b>Property Access:</b> MLS Box, Contractor Box, Hidden Key, Code?				Code for Garage/Contractor Box/Door? #	

Pacific NW Home Staging will provide the following services for the fees listed below. This agreement is between the Property Owner/Seller/Responsible Party aka “Client” and Pacific NW Staging aka “Staging Company”.

### TERMS

Estimated Start Date:		The typical time needed for Staging is 1-2 days depending on the size and location of the Staging. Please text Stacey (253-365-5547) with any questions, including the estimated time needed, etc.
<b>Monthly Fee Start Date:</b>		Monthly Fee starts 1 month & 1 day after the initial Staging date. (Due the Same Day each Month)
Initial Staging Fee:		<b>Notes:</b>
Additional Fees: (if any)		
Amount Paid to Date:		<b>Notes:</b>
Recurring Monthly Fee:	\$350	<b>Monthly Reminders are NOT sent out. Please Remember your Due Date!</b>
Partial Staging Includes:	Living Rm, Kitchen/Kitchen Eating Area/Bar, Master BR, All Bathrooms, Coordinating Halls, Entry, Outside Bistro	
Rooms Added to Partial Package (if any):	Partial Pkg is \$1650 +	

Additional items / room options may be added on to our minimum Partial Staging package. Please give a minimum of 24-hour (preferably 48 hour) Notice, if you would like to add on more rooms to your Staging package. Agreement does not need to be renewed if items/fees are added. Your online receipt for additional areas will be used as an addendum for this Staging agreement.

### Your Staging Services include but are not limited to:

- Design Plan**      Your Home Staging design will be completed by an Accredited Staging Professional Master who is certified and trained to showcase your home in its best possible form and get you the best ROI.
- Monthly Fee:**    First month’s fee is included in the initial Staging investment. The recurring monthly fee starts 2<sup>nd</sup> month. The monthly fee due date is above in the “TERMS” section under **Monthly Fee Start Date**. Please remember the due date as Staging company is not responsible for sending out monthly reminders.
- Moving:**            Delivery of Furnishings, Move-in (Stage) & Move-out (De-Stage) Labor, Set-up, Design, Travel Time, Travel Expenses (Gas, Maintenance, Insurance, Consultant Travel Fees, etc.)
- Assistants:**        Movers, Designers/Stagers, etc. (Depending on the size of the Staging job and/or if necessary)

**Please Note: Staging dates are only secured once the invoice is paid. Staging Company cannot start to bring in furnishings until both the full balance and agreement are received. Thank you in advance for your cooperation.**

### Agreement and Payment Terms:

1. Client agrees to pay the initial Staging Fee as outlined on the first page by paying the online invoice within 24 hours of Staging Company emailing invoice to client. Dates cannot be held for more than 24 hours without payment. This is part of the professional policy and keeps it fair for all clients trying to reserve dates. Please understand Staging company typically receives 3-5 staging requests per day during the prime/busy season.
2. Client agrees to pay the monthly fee (as outlined on the first page) starting the 2<sup>nd</sup> month. Client gives Pacific NW Staging permission to charge credit card on file each month for the recurring monthly fee. Monthly Reminders are not the responsibility of the Staging Company, please remember your due date outlined under TERMS. You will receive immediate notification if your credit card is declined to give you the opportunity to pay with another credit card.
3. **Client authorizes Pacific NW Staging to charge any outstanding balance to the card on file.** If card is declined or any balance is not paid, then a \$25 late fee will be accessed for every 7 days the payment is past due. The accumulation of late fees will continue until the balance is paid in full. We are diligent about providing excellent service, so we ask that you please be diligent about paying on time. ☺
4. If De-Stage notice is not received 5 days prior to the monthly due date, then client gives permission for Pacific NW Staging to charge the credit card on file for the following month on the monthly due date.
5. **De-Stage notice must be delivered by TEXT. Please make sure we have confirmed receipt of your text. We do NOT accept formal De-stage notices via Phone/VM as we Stage during the day.** If an emergency De-stage is required due to a CLOSING or specific date then 7 DAYS in REQUIRED! If 7-day notice has not been sent by text then an EMERGENCY DE-STAGE FEE of \$250 will apply. Staging company is extremely limited on time especially during the busy/prime season. Please give as much time as possible so that we may have ample time to schedule the De-Stage and plan for the space needed in warehouse.

### Premium Package Options

6. Please keep in mind that the staging design may or may not align with your personal taste but is designed to appeal to the largest pool of buyers. If the Client, (Seller, Agent or Responsible Party) would like to be involved in the initial Staging Design Process and/or would like to request a specific type of décor then the Staging Company offers an option to purchase a Premium Staging Package. The minimum **Premium Package** starts at \$4800 for a Partial Staging and price increases depending on how many rooms are added on. For more information on Premium Package requests please contact Stacey Stuart to discuss options.

### Damage or Loss of Furnishings / Accessories, etc:

7. Client agrees to return furnishings to Pacific NW Staging in the same condition as they were when Staged.
8. Client acknowledges and agrees that the furnishings owned by Pacific NW Home Staging are for display purposes only and are not to be used in any other fashion. If the request/proposal was for a “Vacant Property” then no one is allowed to occupy/live in the home while Staged without prior documented permission.
9. Client further acknowledges and agrees that the furnishings shall remain at the property during the term of this agreement and shall not be removed nor repositioned in the home except by Pacific NW Home Staging.
10. Client hereby assumes all liability for the cost of repairing/replacing any damaged, lost/stolen furnishings while in the home. Staging company strives to make every partnership a rewarding and pleasant experience for both parties, however Staging company reserves the right to make that decision if necessary. The client would receive notice and would have 7 days to connect by phone call to discuss any mishaps before any charges would occur.

## Termination; Default:

11. This Agreement may be terminated by Client with 7 days text notice. In order to request the De-Stage (removal of furnishings) for ANY reason, a minimum of 5 days' notice is Required in order to not be charged for the following month. A 7-day notice is required to De-Stage if it's for a closing or specific required date. If Notice is less than 7 days then a \$250 Emergency De-Stage Fee may apply!
12. In the event of Client default, the Staging company may terminate this agreement with a 24-hour notice giving the client the chance to explain and fix the default situation if possible. If situation is not resolved Staging company has the right to remove all Furnishings. Client remains obligated to pay any and all unpaid fees/costs accrued. Default occurs when Client fails to fulfill or abide by any obligations or terms under this Agreement, including non-payment of fees/costs, occupying a staging that was originally agreed upon as a vacant staging, etc.
13. Upon termination of this Agreement, Client shall surrender the Furnishings to Pacific NW Home Staging, in the same condition as they were when received by Client or pay a replacement fee for items stolen or damaged.
14. A Staging Agreement for each home must be signed and returned for our files or Staging company has the right to delay start date or remove all furnishings at the homeowner's expense.
15. There is no charge to reschedule a Staging if the required 24-hour minimum notice is given. If less than a 24-hour reschedule notice has been given or Staging crew arrives, and home is not ready, and Staging company must delay the staging, there will be an Emergency Re-Schedule Fee of \$250 and next date available discussed.
16. If the Staging is cancelled, a \$250 cancellation fee may apply. If Staging is cancelled all together within 10 days of the start date and Staging company is not able to fill the date, then there is no refund. If date can be filled, then a full refund minus credit card/cancellation fees will be given. Otherwise we will issue a credit voucher for another Staging if more than 3 days from Staging date. Depending on the situation there may be a partial credit minus the \$250 cancellation fee.

## Client Consent / Our Professional Policy

### **Client Agrees to Respect the Requests and Professional Policy of Pacific NW Staging that includes:**

17. **The Request that NO ONE (including cleaners, contractors, agents, sellers/homeowners, etc.) will be present in the home when Staging is taking place. (preferably no one on-site so that Staging company has full access to walkways, driveway, doors, etc.) Please understand this request is for numerous reasons.**
  - a **It limits the liability for our crew especially with runners, blankets, bins, furnishings etc, that are brought in and spread out throughout the house when we begin Staging and during the entire process.**
  - b **It minimizes distractions and therefore maximizes creativity for your best Staging Design results.**
  - c **Typically, additional movers/assistants, designers are paid by the hour, so in order to keep prices low and reasonable it is important for our crew to stay focused, on track, and utilizing the time wisely to give you your maximum value in return.**
  - d **Home MUST be completely cleaned and ready for Staging with no current/future painting or construction dust, etc). If the home is not ready and/or in unsatisfactory condition for Staging Company to feel comfortable putting furnishings in then Staging company reserves the right to reschedule Staging for when it will be complete/clean and for the next Staging date available.**
  - e **Staging Company understands tight timelines, etc however it's not fair to expect furnishings to be brought in and left when painting, construction, and dust are still happening inside the house.**  
**\* Staging should be the LAST STEP before photos and will also give you the best results.**
18. Staging company requires that all interior cameras be unplugged/disabled prior to Staging Company arriving. Absolutely no filming of Staging allowed.
19. **Client hereby grants Staging Company & Crew complete access and permission to enter the home for maintenance reasons and/or De-Staging purposes while the home is Staged. Some options are giving a spare key until De-Staging, garage code, leaving a hidden key on property, MLS or contractor box. Easy home access must be available during the full term of Staging.**
20. Client grants permission for other areas to be Staged at no additional cost if Staging Company chooses to do so and has extra time. Client must express in writing prior to the Staging start date if that is not acceptable.

21. Client agrees to remove all their own personal items/valuables prior to Staging start date (unless otherwise discussed and approved prior to the start date). Staging company should not and will not be responsible for removal of any of the items left by client in the home or and/or from areas that are included in the Vacant Staging proposal.
22. If there are Client belongings that are left (or approved to stay) then Staging company has the right to rearrange, or remove such items to the garage, basement or other location on the property if Staging Company decides to do so.
23. Client hereby grants permission to Pacific NW Home Staging to move anything on the Property (both interior and exterior) or be re-arranged inside/outside, including furniture or items from cupboards, pantries, closets, drawers, etc., as Pacific NW Home Staging deems necessary in order to best prepare the Property for sale. If there is something you would not like to be moved than please express in writing by email by staging start date.
24. **7 Days De-Stage Notice is REQUIRED for terminating the staging due to a Closing date or for a date requirement sooner than 7 days.** This is an order to give our staff the ample time and Space needed to fit De-Staging into the schedule and plan for the ample warehouse space needed.
25. **5 Days De-Stage Notice is REQUIRED before the Monthly Fee is due in order to not be charged in full for the next month's fee. (\*Due date is noted in "TERMS" section on the first page) We DO-NOT Pro-Rate Monthly Fees.**

### **Release & Waiver / Assumption of Risk:**

26. Client acknowledges and grants Staging company permission to use nails when hanging artwork type items. We do try and use the least evasive nails and yet still support the art pieces. During De-Staging and removal of nails, small/damage may be left. Touch up work on these holes is the responsibility of client if client chooses to do so. Rarely ever does a seller fix the holes after staging. Usually the small holes left are where the new owners will end up hanging their personal art anyways. The reward of displaying art in the Staging is much greater than a few nail holes left behind after the Staging is removed. Client agrees to pull their nails before Staging, however if some are missed, they agree to not hold Staging company liable if Staging company decides to help and remove the nail. All and all, we have never had a complaint from a seller or buyer.
27. Pacific NW Home Staging is not liable for any personal injury or property damage resulting in whole or part, directly or indirectly, from the Staging process and/or from any use of maintaining furnishings. This also includes all visitors including contractors, agents, potential buyers, etc., visiting the home while it is staged and, on the market, or not. Client acknowledges and agrees to assume any such risk.

### **Insurance:**

28. Client is to obtain and/or maintain his or her own homeowners / personal property loss insurance.

### **Advertising, Photography & Publicity Release:**

29. Client acknowledges and agrees that Pacific NW Home Staging may reasonably advertise Pacific NW Home Staging's services in a vacant Property while the Property remains Staged. (Tent card or business cards, etc.)
30. Client agrees to allow Pacific NW Home Staging to photograph staged areas of the property before & after the work is completed and/or use all property photographs for reference and marketing purposes. This is whether the photos are taken by Pacific NW Staging or not. Client's name will not be referenced unless permission is given.

