

Design Services FAQ



General Questions

Does Lurvey offer installation services?

We do not offer installation services for larger projects but do provide you with the names of pre-approved contractors that you may contact directly to assist you with the installation of your project. For small projects, we do have a contractor that can install your project. Please contact your designer or the Service Counter for more information about this service.

Do you offer discounts on material purchased, or credits towards materials, when I use Lurvey Design Services?

Depending on which design service you use, you may receive a discount on materials or a rebate on your design fee.

- If you make a purchase after a *Garden Coaching* session, you will receive a 10% discount on your materials if your purchase exceeds \$500
- If you make a purchase after a *Design Express Service*, you will receive a 10% discount on all materials for that project
- For the *Comprehensive Design Service*, you will receive a check in the amount of 25% of your design fee when you purchase the materials for your project from Lurvey. For example, if your design fee is \$1200, you would receive a check for \$300 after purchasing materials from Lurvey.

Front Yard & Backyard Design Express Services

Should I provide anything other than a plat of survey and pictures?

Especially for a backyard, we will likely need a sketch with dimensions on 8 1/2" x 11" paper, on graph paper, or a pencil sketch written directly on the plat before scanning. Features to measure are walks, stoops, and planting beds (length, depth, and approximate shape). Also, measurements of any existing trees you will be keeping, and approximate placement of shrubs or perennials you plan on keeping. If there are more than 2-3 trees in the area or if there are a lot of curvy bed lines, we recommend the Comprehensive Design Service. Likes, dislikes, and inspiration photos could be included in the text of the email to the designer as well.

Should I connect to the meeting using my phone or a laptop/iPad/PC?

It does not work very well to walk around your yard and show us features with your Zoom Camera during the meeting. The picture distorts too much. The best way to view the meeting is on a large screen inside your house in a comfortable sitting position with minimal glare on your screen.

Can I request to have my meeting done as an In-store meeting?

Please contact the Design Department directly at (847) 824-0756 to request to schedule an in-store meeting.

Front Yard & Backyard Design Express Services - Continued

How do I place an order for material?

Contact your designer by email to begin the order. From the time a customer places an order from a designer-generated quote, a 7-10 day lead time is requested to prepare the order. A completed order may be picked up by the customer, a contractor, or you can choose to have Lurvey deliver it to your home. Please allow up to 48 hours for a response during peak season.

Comprehensive Design Services

What is a "View"?

A "View" is an area to be designed, such as front yard plantings, or plantings for an average-sized back yard (such as a typical Park Ridge or Arlington Heights lot). Larger properties, or corner lots, may be more than one view per area. Hardscapes, such as patios, are also considered views. Simple patios begin with one view. The number of views for a patio is based on complexity and size. A view can also be an element, such as a fireplace, or water feature.

How many views do I need?

Your designer will give you an estimated number of views and the cost of your design before the site visit. During the site visit pricing for the design will be finalized.

If I have more than one View, how many drawings will I receive?

All the views for one property will be on the same drawing, so you will receive one design, regardless of the number of Views.

Do you offer 3-D drawings?

Currently, we do not offer 3-D drawings.

Garden Coach Services

Will I receive a drawing for the placement of the recommended plants?

Your Garden Coach will provide you with recommendations for plantings however, drawings are not provided with this service. If a drawing is something that you think you will need, we recommend utilizing one of our other design services, which will include a scaled and labeled drawing.

**Please note that you will receive a retail quote with the Garden Coaching service.*